

RESIDENT HANDBOOK

Housing Authority of the County of Monterey

123 Rico Street
Salinas, CA 93907

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PART I - INTRODUCTION

The Housing Authority of the County of Monterey welcomes you and your family to your new apartment.

We are pleased to have you with us. Management and staff are here to serve the needs and concerns of your family and hope you will have many years of comfort, security, and happiness in your new home.

When people move into a new home and new surroundings, there are often many questions and perhaps a few problems. Please feel free to ask the manager for assistance. We are here to help you in any way we can, or refer you to other community agencies for the help you need.

The community where this development is located has opportunities for both adult family members and children. We hope you will become acquainted with the available community resources to enhance your quality of life.

This resident handbook has been prepared to highlight the obligations of you, your family, and your guests. This handbook is a supplement to your housing lease. It provides you with additional information about your development, your unit, your lease, and your responsibilities as a tenant. Our regulations are lengthy. They are formulated by various agencies including the State of California, the U.S. Department of Housing and Urban Development, the U.S. Department of Agriculture - Rural Housing, City of Salinas, and the Housing Authority of the County of Monterey (HACM) in order to ensure your safety, security, and the maintenance of your home and our property. Please read them carefully and familiarize yourself and your family with these regulations.

It pleases us to welcome you and we hope your tenancy will be pleasant.

HOUSING AUTHORITY OF THE COUNTY OF MONTEREY

BOARD OF COMMISSIONERS, MANAGEMENT AND STAFF

PART II - GENERAL MANAGEMENT

1. Management

Your development is owned, operated and/or managed by the Housing Authority of the County of Monterey (HACM), a local public agency. The HACM administers a variety of housing programs to provide affordable housing throughout Monterey County and has units located in the cities of Salinas, Monterey, Carmel Valley, Gonzales, Chualar, Marina, Greenfield, King City, Castroville, and Moss Landing. The criteria to qualify vary from one development to another, depending on the housing program under which it is administered. Our primary function is to provide quality decent, safe, sanitary and affordable housing accommodations for eligible low-income persons and families of the communities we serve.

The HACM Central Office is located at 123 Rico St., Salinas, CA and is open to serve you on all business days from 8:00 A.M. to 5:00 P.M. At developments where there is a manager's office on-site, the office hours may vary and will be posted. For maintenance requests, call 1-800-771-0531 (outside Salinas) or 771-0531 (Salinas only). This phone number is answered 24 hours per day. However, you should only call after regular office hours if the repair is of an emergency nature and cannot wait until the next working day. You may be subject to a charge if the request was of a non-emergency nature. Call 9-1-1 for assistance in medical and non-maintenance emergencies.

2. House Policies

Your housing unit, the community areas, including the parking facilities, the laundry room, mailboxes, recreation rooms, and manager's office are all part of your new home for you and your family, as well as for all tenants to enjoy. We ask your cooperation in abiding by the house rules, respecting the privacy of your neighbors, and keeping noise and disturbances to a minimum so that all tenants may have peaceful enjoyment of the premises.

Violation of the housing rules and disregard for your neighbor's rights adversely affects all tenants. If the manager reminds you that your actions, or that of your children or guests, are hindering the safety and enjoyment of other tenants, regard the reminder as constructive criticism. We are here to help you adhere to the rules and regulations in order to protect your tenancy for as long as you reside with us.

Repeated disregard for house rules will result in issuance of a lease violation. Repeated and/or serious lease violations may result in termination of your lease.

3. Tenancy

Tenancy is open to low income persons and families who meet the housing program and HACM eligibility criteria. The final decision on policy rests with the HACM Board of Commissioners. A waiting list of eligible applicants is maintained in compliance with program mandates. As vacancies occur applicants who qualify, based on their position on the waiting list and the size of the

unit available, will be considered. If the applicant meets the HACM screening criteria and they are next in the waiting list, an offer will be extended. Some housing programs require that a fee be charged to run a background check for each adult members of an applicant family.

4. Accessibility by Persons with Disabilities

A tenant may, at any time during tenancy, request in writing to HACM accommodation for a disability of a household member, including reasonable accommodation so that the tenant can meet lease requirements of tenancy. If suitable accessible units are unavailable, depending on the housing program, reasonable modifications of the existing premises will be made to accommodate a tenant with disabilities. The cost of such modifications may be borne entirely by the HACM (unless it creates an undue financial burden) or the tenant depending upon the program. The Public Housing Agency (PHA) will coordinate with local service organizations or community support groups to defray costs to the greatest extent possible.

Reasonable accommodation also includes providing maintenance repair or related services to persons with disabilities at either no cost or free of labor charges if the resident's disability is such that it limits his or her ability to perform the task themselves and they would otherwise be unable to meet the lease requirements for the provision of certain maintenance responsibilities.

5. Security Deposit

At the time of move-in, each tenant family is required to pay in full a security deposit, as established by the housing program or HACM policy. This security deposit is in addition to your rent payment. The deposit is held in trust by the HACM and will be returned in full after you move-out, in accordance with California Civil Code, providing:

- A. A proper 30 days written notice is given prior to vacating;
- B. There is no damage to the housing unit and adjacent premises beyond normal wear and tear;
- C. The premises have been cleaned, including carpets and drapes, stove cooktop, oven and broiler, bathrooms, closets, cupboards, refrigerator and freezer, floors, windows, and patio/balcony and immediate yard area;
- D. All debris and garbage have been removed from housing unit and placed in proper trash bins and receptacles;
- E. All personal belongings and furnishings have been removed;
- F. All keys, entry door, mailbox, and laundry room (if applicable) keys, have been returned to staff when the premises are vacated - do not leave keys in the unit or with a neighbor;

- G. There is no unpaid, late or outstanding rent, maintenance, legal, or other charges owing on your account.

The security deposit refund will be addressed jointly to all adult remaining residents, or to the estate of a deceased resident, or in compliance with instructions signed by all remaining residents. The refund will be mailed within the time required by law to the forwarding address that is given to the HACM before the premises are vacated or to last known address if no forwarding address is provided. HACM will provide tenant with a written statement of any costs for damages and/or charges deducted from the security deposit.

Personal property left on the premises of the housing unit upon termination of the lease shall be considered abandoned and will be disposed of in accordance with California State Law.

6. Rent Payment

Timely payment of your rent on the first day of every month is a condition of the housing lease. Checks and money orders should be made payable to the HACM and may be made by mail, to the manager at site offices, or at the Central Office. Cash payments are not accepted at any office. Electronic payments to HACM can be made only when service is available. All payments are receipted, however, receipts will not be mailed to you. We will not accept partial payments, two party checks, or checks paid from a non-resident's account.

Monthly rents are established by program regulations, based on the family's income level. If your income changes, either up or down, you need to notify your manager within ten (10) days to determine if a rent adjustment is necessary. Avoid retroactive rent obligations based on increased income by reporting immediately the increase of income.

Rent is considered delinquent after the fifth calendar day of the month and will result in the issuance of a Pay or Quit notice and an additional service fee. The manager is instructed not to accept your rent after the date of expiration of the Pay or Quit period. Three late payments within a twelve-month period may result in termination of your lease. Prompt rent payment will ensure the income source the HACM uses to maintain and operate your development, your tenancy and your good standing.

7. Income Recertification

We are required to verify your family income in accordance with housing program regulations on at least once every twelve months. This process will determine the amount of rent you will pay, the appropriate size of unit for tenant's needs, and continued eligibility at the renewal of your housing lease. You are required to report any changes in family size or income within ten (10) days of the change. An Interim rent change may need to be completed, as these changes occur to reflect current situation. Forms necessary for verifying all sources of income will be sent directly to your employers or income sources.

Failure to provide required, accurate and conclusive information in a timely manner may result in retroactive rent charges to your account, adjustment of your rent to market rate, or termination of your tenancy.

8. Community Service Requirements

Community Service may be required of all adult members depending upon where the family resides. Tenant and all adult household members in Public Housing properties not exempt from doing Community Service must provide documentation of completion of the required eight (8) hours per month of approved community service on an annual basis. HACM will verify compliance annually.

9. Inspections

At the time of your move-in a unit inspection will be performed with you and our staff. The condition of your dwelling unit and any appliances, flooring, draperies, carpets, etc. and any defects will be noted for condition and/or correction.

As operation of our housing is regulated, the HACM will conduct semi-annual unit inspections in your housing unit for maintenance repairs and housekeeping review purposes. You will be given at least a 24-hour notice prior to scheduled inspections. Failure to cooperate or permit HACM staff to conduct regular inspections is a violation of your lease and could lead to termination.

In the event of an emergency that could cause damage to your unit, to another tenant's unit, or to the structure or common areas, the HACM staff may enter your unit without prior notice to determine and correct the problem.

When moving out you will be offered a pre-inspection of your unit before actual move out. At move out you and staff will conduct an inspection of the unit to determine the condition of the unit and indicate any repairs that may be necessary to make the unit ready for a new client.

10. Lock-outs and Keys

Please exercise care in the handling of your house keys. You may wish to keep an extra key in a safe place that will be available to you. If you lock yourself out of your apartment during office hours a replacement key can be purchased at the office when proper identification is provided.

If HACM staff has to go and unlock the door for you, you will be subject to a service charge for the time spent. If you are locked out after business hours and staff is not on the premises, it may be necessary for you to bear the cost of a locksmith. HACM staff will not issue replacement keys or open a unit due to security reasons.

11. Pet Policy

No four legged pets i.e. dogs, cats, rabbits, guinea pigs, etc. are permitted in your apartment unit, patio area, or on the premises. Aquariums may be permitted without a pet lease, only if they are 10 gallons or less. No more than one small caged bird will be permitted in a unit without a pet lease.

Elderly housing and family public housing developments are exempt from this ruling, where pets are permissible in compliance with the Pet Lease and Policy. Exception is made at family and elderly housing developments where medical verification by a licensed physician corroborates the need for assist animals for the disabled. Such animals are exempt from the requirement of a Pet Lease. Tenants must have prior approval of the Housing Authority before bringing any pets onto the premises. Tenants with animals must pay a refundable pet deposit.

The HACM reserves the right to request removal of a pet where the Pet Lease is violated.

Feeding stray or wild animals on the premises constitutes having a pet without permission.

12. Maintenance and Repairs

Your apartment has been cleaned and repaired and your appliances are in working order. You and the manager have inspected the premises and noted any deficiencies. Any undetected damages or deficiencies should be reported to the maintenance department or the manager immediately.

Repairs for any damages caused by you or your guests will be charged to your account. Payment of any charge is due within 2 weeks after you have been invoiced or otherwise notified in writing. Failure to pay in full within the allotted time will result in a lease violation being issued to you. If the payment is a hardship, contact your manager to sign a repayment agreement.

Please report immediately any accident, injury, damage, loss, or need of service or repairs to water or gas pipes, electric wiring, drains, toilets, fixtures, or any property or equipment of the dwelling, and all breakage, damage, or loss of any kind.

All routine maintenance requests will be completed by members of our maintenance department. Repairs will be made at your request or at the request of the staff after completion of routine inspections. Your maintenance need will be handled within a reasonable time. Priority is given to emergency and health and safety repairs. Response time will vary for non-emergency repairs, depending on work schedules of HACM maintenance staff and outside contractors.

If you plan to be away from your unit at the time repairs are to be done, please authorize our staff to enter without your presence or make arrangements for someone to be there. Due to their large workload and unforeseen emergency situations that arise, our maintenance staff is not able to make appointments and will appreciate your cooperation.

Emergency problems that endanger health, safety, or property require immediate attention. HACM staff is available 24 hours a day, 7 days a week to respond to emergency problems. The emergency

number is 771-0531, or, if you live outside the Salinas area, dial 1-800-771-0531. If the emergency is other than maintenance related, call 9-1-1 for assistance.

The HACM will repair all HACM owned equipment, i.e. stove, refrigerator, heater, water heater, toilets, etc., without charge, providing that the breakdown is not due to tenant negligence. Damages caused by you, your family, or guests will be charged to you for labor and materials.

Tenants are responsible for any loss or damage to the premises or its equipment resulting from overflow of water from sinks, bathtubs, toilets, or other basins in or about the dwelling unless it has been established that the problems have been caused from another unit or are the result of a stoppage in the main water lines.

You have been provided with an updated schedule of our maintenance charges for tenant damages or cleaning. Any repair work not listed will be charged to you at our standard labor rate plus parts and if an outside contractor is used you will be charged the actual cost in addition to an administrative fee.

Maintenance labor charges may be waived for residents with documented disabilities that limit their ability to make repairs or perform other routine maintenance-related tasks required by the lease.

On request, assistance may be provided, at no cost, to help any tenant perform a maintenance-related task that would create a severe hardship or an unsafe condition for the tenant if they performed it themselves. Documentation of the need may be required.

13. Laundry Facilities

Laundry facilities are available for tenant use at some developments. These facilities are coin operated. Please make sure you have the appropriate coins for coin-operated machines, as the manager cannot provide change.

Laundry facilities are available for tenant use only. Tenants who permit others to use the facility, or use the facility to do the laundry of non-tenants may be prohibited from future use of the facility.

If your facility has an outside entrance, we request that the door remain closed and locked when not in use. This will help us to maintain the facility in good condition and eliminate vandalism and theft.

Please consider the needs of other tenants when using the laundry facility. Remove clothing when they are washed and/or dried so that the next user is not inconvenienced.

Please keep the laundry room neat and orderly by depositing all empty laundry product containers, softener sheets, and lint residue in the trash receptacle. Wipe out the washer and remove lint from the filter after each use.

Please report water leaks and gas odors or any malfunctioning equipment to the manager or maintenance immediately so that the machines can be serviced and repaired as quickly as possible.

14. Pest Control

The HACM provides pest control service for the project grounds and housing units. If management determines there is evidence of infestation in your unit, an extermination service will be required. You may request, normally at no charge, extermination of your unit if you notice signs of infestation.

Prior to extermination services, you will be provided with a notice of the scheduled date and time and instruction of how to prepare your unit. If your unit is not ready for spraying and you have not notified maintenance to reschedule, you will be subject to a service charge. Should you repeatedly need an extermination service due to a failure on your part to maintain your unit in a clean condition, you may be charged for subsequent treatments.

If requested in advance, assistance may be provided to those disabled and elderly residents who are unable to prepare their unit for spraying.

Cleanliness is important. Do not leave food out on your counters or in the sink. Keep your cooking and food storage areas clean and free of grease, crumbs, leftovers, dirty dishes and soiled rags so as not to provide a breeding ground for pests.

Remove garbage as often as necessary so that roaches and other insects are not attracted. Please do not entrust small children to deposit trash-filled bags into the receptacles as they cannot reach them, resulting in a mess that will attract insects and rodents to the common areas.

Please do not move any furniture or belongings from garbage receptacles into the housing unit that are not in sanitary condition.

15. Utilities

The HACM furnishes your water for cleaning, bathing, and cooking, as well as your trash and sewer service. Washing of cars is not permitted on the grounds and we request that you sweep patios and sidewalks rather than hosing them down. In an effort to conserve water, HACM does not permit the use of wading pools in its housing sites. Each tenant is responsible for monitoring their use of these utilities and may be charged for excess usage.

Gas and electricity may or may not be provided at your development. This information will be provided to you at the time of move-in. If your gas and electric is paid by the HACM, we request that you exercise energy conservation efforts and help us keep expenses down and avoid excess usage charges. In addition at some sites HACM may charge a monthly fee to cover some of the utility expense that it pays on your behalf. If you are required to provide gas and electric at your own expense you need to have the account under your name and pay promptly all the utilities furnished to the premises. Your rent contribution will include a utility allowance for usage, based on your housing unit size and housing program.

Cable television services are provided at an additional fee at selected developments. Your manager will advise you of its availability at the time of move-in. Because the HACM receives this service at a reduced rate based on the total number of units in the development and each unit in the development has access to the service, we require all residents at the site to pay for the service. An exception will be made only if it is determined that a resident does not have a television set in the unit.

16. Smoke Detector

Each apartment unit contains operational smoke detectors that are sensitive to cigarette smoke, food frying, or toasting. When the signal sounds, you should check your unit, both upstairs and downstairs, and if there is a fire, leave the apartment immediately, close the door behind you, and call 9-1-1 from another apartment.

We are required by law to have working smoke detectors in all units. If your smoke detector is malfunctioning, please notify our maintenance department or your manager immediately. If you willfully disconnect or disable the smoke detector, you will be charged for the repairs and will be issued a lease violation. The charge will be for each detector that has been disabled. Disabling includes the removal of batteries from the smoke detector.

17. Fire Extinguishers

Chemical fire extinguishers are located on the exterior of the buildings and in some common areas. Familiarize yourself with their location. If you need to extinguish a small fire in your apartment or on the grounds, remove the extinguisher and depress the handle for use. Summon the fire department at 9-1-1 if your efforts are not immediately successful.

If you have to use an extinguisher, please notify management immediately so we can have it serviced without delay, or, if you notice that fire extinguishers are missing or damaged, please contact us so they can be replaced. Fire extinguishers are available for the safety and well-being of you and your family.

18. Flammable Materials

Please do not store any flammable or hazardous materials in the unit or on the premises, as this will jeopardize the safety of all tenants and the staff.

19. Visitors

Visitors are welcome at your housing unit. We require you to report to management any visitor who is expected to stay more than one day. This is not meant to pry into your personal business, but

rather as a security measure. We will need to be able to account for all persons in your unit in the event of an emergency and must be able to verify that persons on our housing site have a valid reason to be there. Guests will be permitted to stay no longer than two (2) weeks, except under special circumstances and with prior authorization granted, in writing, by your manager.

It is the responsibility of the tenant to make sure their visitors abide by the lease and the house rules and policies. Management reserves the right to prohibit those who violate the rules, create a nuisance, or threaten the well being of other tenants, HACM staff, or the property itself from visiting the property.

Visitor parking spaces are marked accordingly. Advise your guests to use only "visitor" designated spaces. Please advise the manager of overnight guest vehicles parked on the property to eliminate the embarrassment and expense of reclaiming towed vehicles.

20. Children

Children are our most precious possessions - please guard them as such. Do not leave them unattended or unsupervised or permit them to play in the parking areas. Please teach your children and those of visitors to refrain from destruction or violation of our common grounds, landscaping, and building structures. You will be held financially responsible for any damage incurred by your family members or your guests.

Please caution your children and guests to respect the privacy and property of other tenants and do not permit them to play in public halls, stairways, walk areas, dumpster enclosures, laundry rooms, or your neighbor's doorway.

Family members under the age of 18 may not be left unsupervised overnight. Children under the age of 12 may not be left unsupervised on the property for any length of time.

21. Parking Areas

Parking spaces are available at each development for tenant use. If number of spaces is limited, you will be assigned one by your manager. Some developments may require parking permits. If this is the case, a deposit may be charged for the permit that will be refunded when the permit is returned. Parking permits must be displayed properly at all times while the vehicle is parked on the property.

Do not permit visitors to park in tenant spaces - their vehicles may be subject to towing at their expense. Likewise, visitor spaces are not for tenant use. They are reserved for visitors to the property only.

Parking spaces for disabled persons are identified accordingly. Cars parked in these spaces must have visible a disabled identification license plate or disabled placard. Failure to display the proper identification will subject the owner to fines for parking violations by local law enforcement officials and the towing of the vehicle.

Our parking areas, driveways, and common areas are designated as HACM-owned private property and are not to be used for storage of inoperative, unmovable or abandoned vehicles, or for boats, trailers, mobile homes, or recreational vehicles, or for storing items. All vehicles must have current registration tags displayed on the license plate.

Vehicles may be parked in marked spaces only. Fire lanes are designated as no parking areas. Vehicles parked in fire lanes, in any right-of-way, or that are backed into parking spaces, blocking access to dumpsters, other vehicles, carports, or units are subject to immediate towing at the owners expense. Owners of vehicles blocking dumpster areas may be charged for the cost of additional garbage pick-ups should they prevent the routine dumping of garbage.

The HACM contracts with a towing company to remove vehicles that are illegally parked. If your vehicle is parked in such a manner that it must be removed, you will be required to contact the tow company directly and bear the expense of reclaiming it. The cost of towing your vehicle is set by the company. You should be aware that, if the tow truck hooks up to your vehicle, the company will charge you a drop fee to discontinue the towing process.

Washing of vehicles and repairs to vehicles, including the changing tires or vehicle fluids such as oil, are prohibited on the grounds. Dumping of motor oil or vehicle parts on HACM property is strictly prohibited.

22. Balconies/Patios/Yards

In the interest of maintaining an overall aesthetically pleasing environment, we ask that you use these areas for outdoor furnishings, barbecues, and plants only. Do not use these areas for storage or for clothes drying. Should you desire a shade to shield you from harsh sun rays, please check with your manager for authorization before installing one and for information on ones that are compatible with others in your development.

Do not water plants on balconies in such a manner that water drips down on the balcony below you. Do not place or water plants on wooden balconies or rails as this causes the wood to rot. All potted plants must have basins under them in order to excess water drainage. No permanent concrete, brick, or wood may be installed at or near your balcony or patio areas.

Residents are responsible for maintaining their balcony/patio and grounds immediately adjacent to their unit in a clean and sanitary condition and for the removal of litter. Do not wash balconies in such a way as to drip water onto the balcony/patio below you.

At units where tenants are responsible for the upkeep of their yards, the lawns must be mowed, weeded, and watered on a regular basis. Areas that are not properly kept up on the part of the tenant may result in lease violations and/or will be done by our maintenance staff resulting in a charge to your account for all expenses incurred in the maintenance or repairs. Exceptions will be made for those residents who cannot do so and have provided a statement corroborating the fact from a licensed physician.

23. Modifications

Certain modifications and alterations to the unit or its equipment such as blinds, shades, hand rails, aerials or guy wires, television satellite dishes, security locks, screen doors, etc. may be permitted only with prior written approval from HACM and at your own expense. Satellite dishes need prior approval, to be installed by a professional company, and to meet the installation specifications of the HACM. Certain modifications to accommodate a disability may be made at HACM expense. If you are unsure of what constitutes a modification, you are advised to contact your manager.

24. Heating

Most apartments are equipped with individual heating units. Do not block the outlets or vents with furniture or wall hangings. Vacuum wall vents periodically to prevent dust and lint buildup from creating a fire hazard. If your heater does not work satisfactorily, contact the maintenance department for repair. Do not attempt to repair equipment yourself.

Do not use any method of heating other than that supplied by the HACM without written authorization.

25. Cleaning/Housekeeping

We expect every family living in an HACM development to keep their unit, patio, balcony, and immediately accessible walkways and landscaped areas in a clean and orderly condition.

Cleaning of your apartment flooring is your housekeeping responsibility. Carpeting (if applicable) must be shampooed on a regular basis. We recommend once a year. If you elect to cover the existing flooring or carpeting with rugs or carpeting please do not use nails, tackstrip, or double stick tape so they are not permanently affixed and do not damage the existing floor covering.

Decorative paper may be used to line cupboards. DO NOT use contact-type paper.

Wall decorations may be hung with small nails or screws. For heavy items, please consult with your manager or maintenance staff for proper hardware to avoid damaged walls or woodwork.

Cleaning of both the interior and exterior of your apartment windows and screens must be done on a regular basis. If you need assistance with second story windows, please contact your manager for referrals.

Drapery cleaning (where applicable) is your responsibility. We recommend you have the drapes professionally dry-cleaned once a year and do not recommend that you attempt to wash them yourself.

Please do not use abrasive cleaners on appliances, sinks and bathtubs to avoid scratching and permanent damage. We recommend non-abrasive cleansers be used. Please clean the walls and ceilings of your bathrooms regularly to avoid the build up of mildew from the shower area. Mild bleach solutions will effectively eliminate any growth of mildew.

Operate your garbage disposal daily with plenty of cold water. Non-use will impair the appliance as much as improper use. Paper, coffee grounds, grease, eggshells, stringy vegetables, banana peels, cornhusks, pits, bones, or other hard or fibrous items can damage the garbage disposal and should never be put through it. Never dispose of grease, oil, or fats down the sink drain or toilet as they will accumulate and cause a blockage. These items should be disposed properly in the trash.

Place all trash in plastic bags with twist ties and dispose of in the receptacles provided at your development. Do not permit trash to accumulate in your unit or on the adjacent grounds. Small children should not be permitted to dispose of trash, as they cannot adequately reach the garbage bins. All boxes must be crushed before disposing of them. DO NOT place furniture, Christmas trees, or other large items in or by the dumpsters. At sites where recycling bins are provided, please separate the appropriate items into the correct bins. Put only the items permitted to be recycled into those bins.

Replacement of light bulbs is your responsibility. If accessing the light fixture presents a difficulty or a safety hazard, please request assistance from the maintenance department. Labor charges will be waived for residents with documented disabilities, however the resident is required to pay for or provide the materials.

26. Water Heaters

In most developments, water heaters are located in a separate area outside your unit. The water heater temperature is set at medium to prevent scalding and conserve energy. Water heaters are serviced as part of HACM's on-going preventative maintenance schedule.

Please do not use the water heater closet as a storage area or store combustible items close to the water heater. Do not attempt to adjust the water heater or service it yourself. If you have a problem, you should contact the maintenance department for immediate inspection and/or repair.

27. Common Areas

Common areas, grounds, play areas, recreation rooms (where applicable), etc., are for the enjoyment of all tenants. Tenants are expected to clean up after themselves and respect the rights of other tenants using these areas. Tenants and their guests who abuse the use of these areas may be prohibited from future use and may incur charges for damages caused by them. Tenants are expected to wear appropriate street clothing and shoes in the common areas of the building. Bathrobes, nightgowns or pajamas, and slippers are not acceptable.

Activities in these areas must be non-commercial, non-political, non-denominational, and open to all residents.

Alcoholic beverages are not permitted in the common areas or community rooms. Likewise, smoking is not permitted in the hallways, offices, elevators, community or laundry rooms, and in common areas.

28. Yard Sales

Individual yard sales are not permitted on the property. A development-wide yard sale may be permitted once a year upon the request of a group of tenants to the manager. Manager is to be provided with a copy of permit from the City. Tenants may request permission for an additional yard sale during the year for association fund raising events. Tenants are expected to clean up after the yard sale and remove all debris and unsold items. Please do not use another tenant's yard area to display your items. Unsold items may not be disposed of in the project dumpsters.

29. Liquid Furniture (Waterbeds)

Waterbeds are permitted only if the tenant provides the HACM with a copy of a valid waterbed insurance policy issued by a licensed insurance company, prior to installation. The tenant will be held financially responsible for any damages or costs resulting from the liquid furniture.

30. Health and Safety

Please report immediately to the HACM and to county health officials any case of suspected communicable diseases occurring on the premises.

You must notify your manager and maintenance department immediately of any accidents on the property or any conditions that may be hazardous to the health and safety of tenants in your unit or on or about the property.

Tenants whose household members or guests create situations or disturbances that are a threat to the health and safety of other tenants, the structures, or HACM staff may be subject to lease termination.

31. Insurance

The building structures and grounds of HACM developments are covered by adequate liability insurance.

Your personal property and furnishings in and around your unit and your vehicles in the parking areas are not covered. It is highly recommended that you carry adequate renters insurance coverage

for your protection. Renter's policy plans are available through private property insurance agents to protect your own possessions in the event of theft, fire, or other damage.

Vehicles driven on the property must be covered by the minimum liability and uninsured motorist insurance as required by state law.

32. Resident Associations

The HACM is concerned with the safety and well being of each tenant/family, improving the environment at each development, and maintaining community harmony.

You can play an essential role in advising the HACM of priorities and services that affect the quality of life at your development by forming or by being a part of a resident association.

Tenants who are interested should contact their manager or the HACM office for additional information as to formation of, or membership in a resident association.

33. Unit Transfers

Tenants/Families desiring a unit transfer may submit their request, in writing, to their manager or the Central Office. The request will be evaluated for approval in compliance with HACM policy governing transfers. HACM policy limits transfers to those necessary for medical reasons, locality and proximity to work or school, and situations where a larger or smaller unit is required due to family size or documented special needs. Tenant can be required to move to another unit of appropriate size should their need change due to changes in family composition.

34. Additional Occupants

You are required to have written approval from HACM prior to having anyone moving into the unit and being added to the lease. Requests to add new members to your lease, with the exception of newborn children, will be considered only after a thorough screening of the potential occupant, in accordance with our applicant screening criteria, which includes a criminal background check.

Requests to add foster children to your lease will be considered upon your written request and verification of foster parent status. Consideration will be given to whether the addition of the new occupant(s) will require a transfer to another unit and the availability of the appropriate sized unit.

The addition of a live-in aide is permissible upon written request from elderly or disabled tenants and verification from one or more physicians that the live-in aide is essential to your care and well being, is not obligated for your support, and would not be living in the unit except to provide the necessary supportive services. Live-in Aides must go through screening prior to being authorized to be living in the unit.

35. Tenant Businesses

With written authorization of the HACM, tenants may be permitted to conduct legal profit making activities from their unit providing such activities are incidental to their primary use of the leased unit. Tenants will be required to provide evidence of a current license to conduct the type of business they are engaged in, if applicable. Tenant conducted businesses cannot cause excess traffic to and from the unit or the property and all income derived must be reported to the HACM.

36. Criminal Activity/Drug Related Criminal Activity

Tenants are responsible for ensuring that any member of their household, guests, or another person under the tenants control do not engage in any criminal activity or drug related criminal activity on or off the premises.

Criminal Activity is defined as those that interfere with or threaten the health, safety, or right to peaceful enjoyment of the HACM's housing premises for other tenants or HACM employees. Criminal activity may include membership in or affiliation with street and/or prison gangs or their members. It also may include the abuse of alcohol that interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents. Firearms (operable or inoperable) and/or other offensive weapons are not permitted anywhere on the property.

Persons under tenants control includes, but is not limited to, those over whom you have physical control, ability to restrain, or directing influence.

Drug related criminal activity is defined as the illegal manufacture, sale, distribution, use or possession of a controlled substance.

Any criminal activity in violation of the above is cause for termination and eviction from the unit. The HACM has discretion to consider circumstances and may permit family members of an offender to remain in occupancy but impose a condition that family members who engaged in the criminal activity may not reside in the unit or return to the property for any reason. We may require a tenant, as a condition of continued occupancy, to present evidence of successful completion of a treatment program.

37. Trespassing/Loitering

HACM developments are private property and a NO TRESPASSING policy is enforced in cooperation with the police department. Only tenants and their guests are authorized to be on the property. If you observe strangers or suspicious persons loitering on the property, call the police immediately.

We do not permit groups of people, tenants or otherwise, to gather on the property, nor does HACM permit anyone to drink alcohol in public or common areas. Please confine these activities to inside your unit.

Quiet time at all developments is from 10:00 P.M. to 8:00 A.M. every day. Excessive noise or disturbances during this time may result in a lease violation and could result in termination of your lease

38. Neighborhood Watch Programs

Neighborhood watch programs have been established in cooperation with the police department, HACM, and residents at most of our developments. Active, coordinated programs have proven to be very effective based on the premise of neighbors watching out for each other and protecting each other's property.

As tenants come and go and problems within a sector of the community change the program tends to become somewhat less effective and it is necessary to organize a refresher workshop. If you recognize a need to reorganize or reestablish the neighborhood watch program at your development or if one does not exist at your site, please contact your manager. We will arrange a meeting with the police department and tenants and assist you to establish a successful Neighborhood Watch Program.

39. Tenant Integrity Program (TIP)

The main purpose of the TIP program is to prevent and eliminate program abuse, fraud, and drug or criminal related lease violations. Only serious and/or substantiated cases are referred for TIP investigation. If you have information you feel should be investigated please report it to your manager.

Tenants should be aware that an investigation is a major but legal intrusion into ones private life and brings with it an implied responsibility on behalf of the reporting party to refrain from making frivolous or false reports.

40. Grievance Procedures

If you feel that HACM regulations, policies, or procedures adversely affect your rights or welfare and you feel that an action is unfair, you may have the right to an informal grievance hearing. A copy of the grievance procedure for your housing program was provided to you at the time of move-in and is also maintained at the manager's office for your review.

An informal grievance hearing may be requested in writing with the manager or at the main office. The matter will be discussed with you and a mutually convenient appointment will be scheduled for the grievance hearing.

41. Policies/Regulations

Policies and regulations governing admission to and continued occupancy of HACM-owned and /or managed developments are available for you to read at our main office or at the resident manager's office.

Resident Handbook Revised 06-06

PART III - OFFICE PHONE NUMBERS and ADDRESSES

| | |
|---|---|
| Central Office 123 Rico Street Salinas, CA 93907 | Salinas Line (831) 775-5000 Monterey line (831) 649-1541 FAX (831) 424-9153 TDD (831) 754-2951 |
| Maintenance Requests/ After Hours Emergency Repairs | (800) 771-0531 (Outside of Salinas) (831) 771-0531 (Salinas Only) |
| Del Monte Office 1415 Del Monte Avenue #45 Salinas, CA 93905 | (831) 759-8669 (Office) 759-8686(FAX) (831) 759-2652 (office) |
| Del Monte Office 1415 Del Monte Avenue #45 Salinas, CA 93905 | (831) 759-2652 (Office) (831) 759-8686 (FAX) |
| Casa de Oro 48 C Street Gonzales, CA 93926 | (831) 675-3307 (Office) (831) 675-2767 (FAX) |
| Casanova Plaza 800 Casanova Monterey, CA 93940 | (831) 375-0373 (Office) (831) 375-0770 (FAX) |
| El-Gin Village 350 Casentini Street Salinas, CA 93907 | (831) 783-0438 (Office) (831) 769-0182 (FAX) |
| Laguna Haciendas 44 Haciendas Place Salinas, CA 93901 | (831) 424-4521 (Office) (831) 422-4532 (FAX) |
| King City Migrant Center 440 Jayne Street King City, CA 93930 | (831) 385-3482 (Office) (831) 386-9367 (FAX) |
| Salinas Farm Labor Housing "Tesoros Del Campo" 42 La Posada Drive Salinas, CA 93906 | (831) 753-6987 (Office) (831) 753-2698 (FAX) |
| Leo A. Meyer Senior Plaza 425 Queen Street King City, CA 93930 | (831) 385-1381 (Office) (831) 386-9362 (FAX) |
| Los Ositos 1083 Elm Street Greenfield, CA 93927 | (831) 674-2974 (Office) (831) 674-0959 (FAX) |

Northridge Plaza
1513 Wheeler Drive
Salinas, CA 93906

(831) 443-3860 (Office)
(831) 442-2194 (FAX)

Parkside Manor
1112 Parkside
Salinas, CA 93906

(831) 449-7268 (Office)
(831) 442-2593 (FAX)

Plaza House
30 E. Market Street
Salinas, CA 93901

(831) 753-0325 (Office)

Portola Vista
20 Del Monte Avenue
Monterey, CA 93940

(831) 372-5057 (Office)
(831) 372-2057 (FAX)

Pueblo del Mar
3043 Macarthur Drive
Marina, CA 93933

(831) 884-9783 (Housing Authority Office)
(831) 582-9461 (Sun Street Office)
(831) 884-9256 (FAX)

Rippling River
53 E. Carmel Valley Road
Carmel Valley, CA 93924

(831) 659-3141 (Office)
(831) 659-8744 (FAX)