



KINGSPORT HOUSING & REDEVELOPMENT AUTHORITY

# Resident Handbook



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## **1) About KHRA**

The Kingsport Housing & Redevelopment Authority was established in 1939 as a non-profit corporation, which is financed by the Department of Housing & Urban Development (HUD) of the Federal Government. It is governed by a Board of Commissioners made up of Kingsport citizens appointed by the Mayor: however, KHRA is not a department of the City of Kingsport.

The Board of Commissioners holds regular public meetings each month to conduct all business relating to the operations of the housing program. The Commissioners approve the construction of new housing communities, the budget of the organization, maintenance and occupancy programs, and all KHRA programs and policies.

## **2) Mission Statement**

We affirm that shelter is a basic human necessity and we are dedicated to provide decent housing opportunities to those in need in the Greater Kingsport Area. We believe that blighted areas undermine the vibrancy of our community and therefore we are committed to acting as a catalyst for successful redevelopment efforts in the community.

### 3) Welcome from the Executive Director

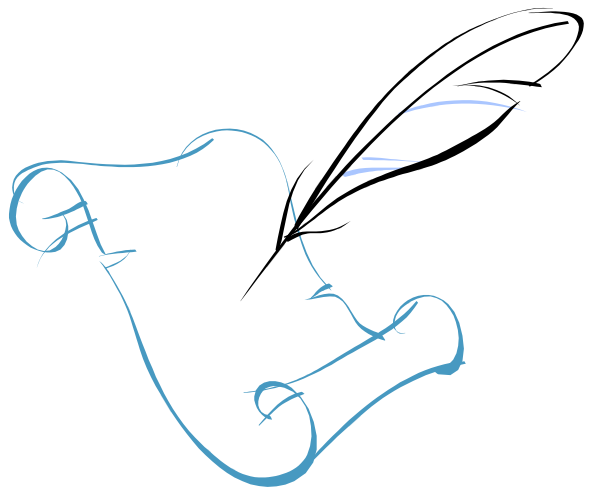
Dear Resident,

The staff and Board of Kingsport Housing & Redevelopment Authority (KHRA) are committed to providing our residents with decent, safe, and affordable housing. We are very pleased that you have chosen to make one of our communities your home. We encourage you to become an active member of your community resident association and to take advantage of the many programs and opportunities available.

For those of you who are new to public housing, we have prepared this handbook with the hope that it will help answer many of the questions you may have as you settle into your new home and work with KHRA staff. For those of you who have already made your home with us, this handbook will serve as a valuable reference source, providing the latest information on current KHRA policies and procedures that pertain to you and your home. We suggest you read this Handbook carefully and keep it handy for quick reference. If you have any questions concerning the policies or procedures, please call (423) 245-0135 or your specific case manager for assistance.

Sincerely,

Terry W. Cunningham  
Executive Director



## 4) Resident Rights and Responsibilities

What you may expect from us:

As a resident of KHRA you are entitled to:

- Courteous service from KHRA staff
- An environment free from discrimination
- Prompt and satisfactory repairs for necessary maintenance issues
- Open communication between residents and KHRA Management

What we expect from you:

KHRA has the right to expect that you will:

- Treat all staff with courtesy and respect
- Pay your rent when due
- Keep the interior of your home in a clean, livable condition
- Keep your lawn neat and free from litter
- Help keep the parking areas clean
- Report needed repairs promptly
- Abide by KHRA Lease rules
- Contribute to a safe and drug-free neighborhood



The privacy of your home will be respected by KHRA; however, KHRA will, when necessary, enter for repairs or services during your absence. Prior notice will be given to you of the approximate date the work in your home will begin. If we believe that an emergency situation should exist, KHRA assumes the right to enter without prior notice.

### Code of Conduct

All of our staff is here to serve your housing needs, but we need your help to maintain a good relationship. We expect that all tenants will treat staff with courtesy and respect. Please understand that we will try to help you in any way possible, but that at all times you must do your part.

### Discrimination

We at KHRA will tolerate absolutely no discrimination practices or acts. If you feel you have been discriminated against please contact:

KHRA ..... (423) 245-0135  
HUD (Discrimination) ..... 1-800-669-9777  
HUD (Landlord Issues) ..... 1-800-685-8470  
HUD (Fraud for Housing/Section 8)..... 1-800-347-3735

### Grievance Policy/Procedure

The informal hearing requirements defined in HUD regulations are applicable to participating families who disagree with an action, decision, or inaction of the PHA. It is the policy of KHRA to ensure that all families have the benefit of all protections due to them under law.

Grievances shall be handled in accordance with the KHRA's approved Grievance Procedures. The written grievance procedure is included in your move-in packet and is the guideline to be used for grievances and appeals.

### **Family Composition / Changes**

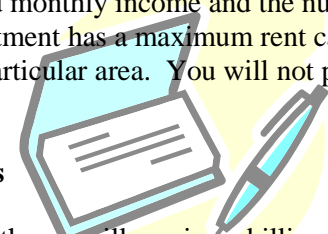
The *law* requires you to inform us of any changes in your family composition, such as births, deaths, or any other changes in the number of household members. Not only is the size of the apartment that is most appropriate for you determined by the size of your family, frequently changes in family composition involve changes in your family income. If you start or stop receiving any public assistance, notify your Case Manager. Other changes must be reported as well, such as the loss or addition of any income from any source.



## **5) Rent and Rent Collection Procedures**

All rent and other charges are due on the first day of each month. If payment is not received on or by the 15th of each month, a late charge of 10% of your monthly rent, up to \$25 will be added to your bill. If rent is still unpaid, a letter of eviction will be issued. Please refer to your Lease for questions regarding this matter.

The total cost of your new home includes your security deposit, rent and utilities. The security deposit is \$75 and must be paid at the time you sign your Lease. Your rent is based on your total household monthly income and the number of people which that income supports. However, each apartment has a maximum rent called the Ceiling Rent, which is based on fair market rents for that particular area. You will not pay over the Ceiling Rent.



### **Payments**

Each month you will receive a billing statement which lists your current rent due along with any charges for utility overages. You may pay your rent at the office located within your community unless otherwise indicated by your case manager. Office hours for your site office are posted at that office. Only checks and money orders are accepted at site offices. Payments are no longer accepted at the Administration Building, so please contact your case manager for payment issues. If you wish to mail your payment, you may send a check or money order to:

KHRA  
P.O. Box 44  
Kingsport, TN 37662

You may also drop payments in our night drop box, located at the corner of the Administration Building parking lot. PLEASE DO NOT DROP CASH! We do not accept credit or debit cards, but do provide an option to pay by bank draft.

No partial payments will be accepted unless accompanied by a Request for Rent Extension signed by KHRA Management, or unless otherwise cleared with case manager. Special consideration can be given if your family has a loss or drastic reduction of income due to circumstance beyond your control. If an emergency arises which prevents you from paying your rent, see your case manager immediately. REMEMBER, ALL CHANGES IN INCOME OR FAMILY COMPOSITION MUST BE REPORTED WITHIN TEN (10) DAYS.

## Rent Extension

KHRA has established procedures whereby tenants can pay rent and other charges after the date due. The purpose of these procedures is to enable residents to cope with temporary financial difficulties. The following conditions apply to Rent Extensions:

- KHRA residents may be granted one (1) Rent Extension per year.
- Requests for Rent Extension must be approved by Management before the close of business on the 15<sup>th</sup> day of the month.
- Extensions may be approved for a period up to the last working day in the month requested.

Please note that according to your Lease, you may not be late more than four (4) times within a twelve (12) month period. Violation of this rule will result in eviction.

## 6) Community Service

Exemptions:

Unless exempt, *all adult residents must complete a minimum of eight (8) community service hours per month.* Please note that only those residents who are working, in school, participating in work training or FSS programs, or who are elderly or disabled are exempt from community service. This requirement begins the month following your move-in.



If you are not exempt:

Each household member 18 and over is responsible for eight (8) community service hours monthly. Community service hours may be completed by performing services to any non-profit organization. Please refer to your Community Service Pamphlet, located in your Move-In Packet for further information, or contact your Case Manager.

## 7) Moving In

The best preparation you can make for moving into your new home is to read and understand your Lease. Your Lease is a contract between you and the KHRA. It runs for a period of one month, and renews itself from month to month as your rent is paid. If you have any questions about your Lease, please contact your Case Manager.

As a new resident, you will first participate in a pre-occupancy inspection of your new apartment in order to identify items and/or conditions that may need additional repair or work. Give the apartment a thorough inspection. If you notice an item that needs additional repair notify the Maintenance Office immediately so that *you* aren't held responsible for future charges.

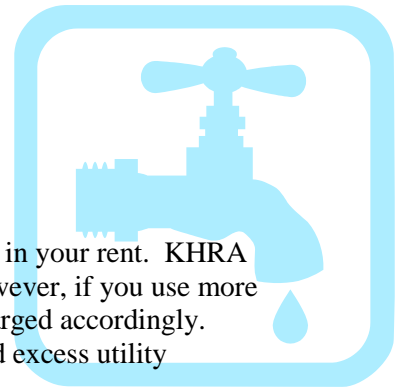
During the moving process, you can protect your home and grounds by making sure that no trucks or cars are driven onto the grass or sidewalks. If problems arise in moving, or if any of the appliances furnished in your new home fail to work properly, contact the Maintenance Office at (423) 245-5561.



## 8) Utilities

### Utility Excesses:

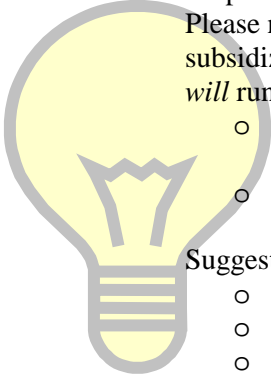
The cost of normal use of utilities (water and electricity) has been included in your rent. KHRA will provide an allowance for lighting, cooking, cleaning and bathing. However, if you use more than the amount of utilities provided for you in your Lease, you will be charged accordingly. KHRA will give you suggestions for energy conservation to help you avoid excess utility charges.



### Proper Usage of Central Heating/Air Units:

Please note that although your home comes equipped with a cooling unit, HUD does not subsidize utilities related to air conditioning. This means that if you use your cooling units you *will* run an excess electricity bill. However, you can do a couple of things to reduce your bill:

- Maintain your air conditioning unit temperature at a reasonable level to maintain effectiveness of the unit
- Don't leave doors and/or windows open while you are running your air conditioning unit



### Suggestions for Energy Conservation:

- Turn off lights and appliances when you are not using them
- Report any water leaks promptly
- Keep the use of electrical appliances and devices, such as irons, hair dryers, toasters, broilers, microwaves, TVs, washers, dryers, and stereos to the practical minimum. A utility allowance is not provided for these items and may cause a utility overage, so use them sparingly if you are experiencing excess utility bills.
- NEVER USE YOUR STOVE TO HEAT YOUR APARTMENT
- Do not run hot water continuously when washing dishes; Consider filling the sink only to the necessary level to save on water usage;
- If you encounter heating problems, report them to the Maintenance Office immediately. DO NOT, UNDER ANY CIRCUMSTANCES, USE KEROSENE HEATERS OR USE YOUR STOVE FOR HEATING.

## 9) Amenities and Equipment Provided

Each family is responsible for the care and cleaning of all equipment in their home. It is important to keep things in a clean and sanitary condition. All needed repairs should be reported to the Maintenance Department (245-5561) as soon as possible.

### Keys for Door and Mailbox:

Families will be issued one key per adult up to two (2) keys per household. If you lose a key and need a replacement, please notify your Maintenance Office. There is a fee for lock changes or to have replacement key(s) made. Mailbox keys are issued by the Post Office located on Eastman Road.

### Door Locks:

Each of your entry doors comes equipped with a deadbolt and chain lock for your security. Please notify the Maintenance Department if your door locks are not working properly. Please note that you *may not change your own locks*. KHRA must be able to access your apartment for regular maintenance work and emergencies.

**Windows and security screens:**

Each window has a lock security screen. Please notify the Maintenance Department if you notice damage to a window or screen and/or they are not working properly.

**Outside parameter security cameras:**

The purpose of security cameras is to observe and monitor public areas for the purposes of safety and security. You are provided a copy of the Security Camera Policy in your move-in packet.

**Smoke detectors:**

Your apartment comes equipped with a smoke detector which is provided for your safety. Smoke detectors should be tested regularly and batteries should be replaced once a year. Please do not remove the batteries from your smoke detector as this will impede its use and may incur a charge on your bill.

**Central Air/Heat Units:**

Your heating and air conditioning unit is provided for your comfort and convenience. Please use it as directed. Refer to utility section to keep your excess utility bills down.

**Walls:**

Wash walls with a mild detergent and water. Always rinse the walls after washing. Start at the floor and wash up towards the ceiling. This will help keep from streaking and staining.

Wallpaper is not permitted. However, we realize that you may wish to individualize your home, so painting of units and the application of wallpaper "border" is allowed as long as you restore your apartment to its original state before you move out, otherwise additional charges will be incurred.

Many apartments have hollow-core interior doors. Do not use nails or hooks in these doors, as they may pull out and cause damage. Any walls or doors damaged by the use of improper nails or screws will be charged to you.

**Electric Range:**

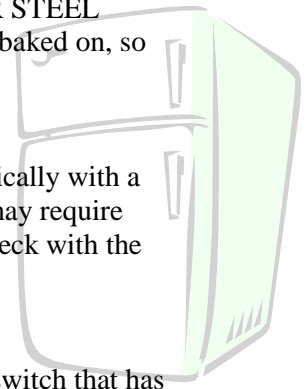
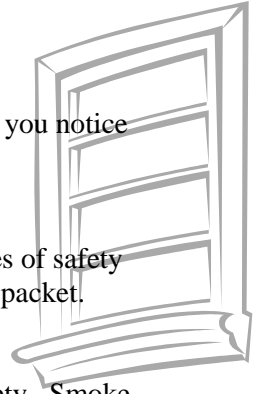
Wipe range top after each use with a soapy cloth and rinse. The broiler, trays and racks are easily removed for washing. Clean the oven with a commercial oven cleaner. Be careful not to damage the thermostat wire in the back of the oven. Drip pans and other range parts with burned-on spills should be soaked in hot water with an all-purpose cleaner. Do not soak burners in water and do not let water get into wired areas of the stove. **DO NOT USE BRILLO PADS OR STEEL WOOL ON RANGE.** Cleaning is much easier if done before spills get burned or baked on, so clean your range often.

**Refrigerator:**

Use mild soap and water on the outside and inside to clean. Wiping inside periodically with a solution of water and baking soda will help eliminate odors. Some refrigerators may require regular defrosting. Look for special information about your refrigerator and/or check with the Maintenance Department.

**Electric Circuit Breakers:**

When a set of lights or the electricity goes off, open the breaker box and find the switch that has tripped (switch will point inward rather than toward the outside of the box). Turn the switch all the way toward the middle, then turn the switch back on. The lights should then come on. If,



instead, the lights flash and electricity goes off, report this to the Maintenance Department (245-5561)

**Stainless Steel Kitchen Sink:**

This surface requires cleaning with detergent plus wiping dry to prevent spotting.

**Bathroom Sink and Bathtub:**

The surfaces of these should be washed with a mild detergent and thoroughly rinsed. Commercial bathroom cleaners may be used. Do not use an abrasive scouring powder or wax. Bleach or some products such as “X-14” will prevent or remove mildew from bathroom tile.

**Floors:**

Floors should be washed with a mild detergent and rinsed. A non-buffing mix may be applied. Protect floors from furniture with either plastic jar lids or plastic furniture coasters. Before placing linoleum or carpet over tile, be sure that the carpet has non-stick backing since it may cause the tile to buckle or stain. Linoleum and carpet *may not* be attached to floor with tacks or glue. Damage to floors will be charged to the resident.

## 10) Upkeep

**Yard:**

A neighborhood with trees, grass, shrubs, streets and sidewalks that are free of trash makes people feel good about calling a place “home”. We hope that you will feel proud enough of your new home to maintain the buildings and grounds of your community.

It takes many hands to help keep the grounds and parking areas free from trash. Maintenance employees can spend more time on needed repairs if they receive help keeping litter picked up.

YOUR LEASE SPECIFIES THAT, “RESIDENT AGREES... TO KEEP THE DWELLING UNIT AND YARD IN A CLEAN AND SAFE CONDITION: SECTION 9 (1), AND RESIDENT AGREES... TO DISPOSE OF ALL GARBAGE, RUBBISH AND OTHER WASTE IN A SANITARY AND SAFE MANNER AS DIRECTED BY MANAGEMENT, SECTION 9(J)”.

Below is a list of some things you should do to keep your yard clean and safe:

- Remove all litter from your yard and rake if necessary.
- Do not place car parts/tires, bike parts, buckets, garbage cans in your yard or on your porch. Yard furniture should be put away when not in use.
- If you have a small garden, make sure it is next to the building and has a protective border. If you plant flowers along the sidewalk or in an open area, you may be responsible for mowing your own yard. Any planting beyond flowers must have permission from KHRA Management. No planting of trees is allowed.
- Keep your porch free of unsightly clutter. Living room furniture is not allowed on porches. Please use only appropriate outdoor furniture on porches. Sweep and mop your porch regularly.
- During the summer, some tenants may allow their children to use wading or “kiddie” pools. Please note that only pools 6” high and made of molded plastic are allowed. No soft side or larger pools are allowed. Any pool must be drained and put away daily to avoid a maintenance fee and the discarding of the pool. Please remember that use of pools is not included in your utility allowances and may incur an excess utility charge.

**Your Apartment:**

The inside of your apartment should be maintained with good housekeeping habits. All doors and windows should have easy clearance in case of fire or emergency. Please do not block intake vents for your central air/heating unit. This may affect the efficiency of your unit and inhibit maintenance staff from performing regular maintenance of the heating/air unit. Always make sure that your water heater and breaker box have easy access in case of inspection or emergency.

**Pest Control:**

KHRA carries out a pest extermination program for rodents and roaches on a regular basis. Rodents and roaches take advantage of people who are careless with food and garbage. You can help control this problem by keeping your home in an orderly manner. Please pay particular attention to KHRA extermination notices and make arrangements so that the exterminator may enter your apartment on the scheduled date.

You have been assigned a pest free apartment. It is your responsibility to maintain your apartment and keep it pest free. You can help by properly disposing of your garbage. Putting garbage in dumpsters is a job for adults, not children. Smaller children are unable to open and close the dumpster door properly. Please share the responsibility for keeping the dumpster areas free of litter. Also, putting garbage in tied plastic bags will reduce unpleasant odors.

If you move in and have a problem with roaches or rodents, immediately contact the Maintenance Department at 245-5561.

**Satellite Dishes and Antennas:**

Some families may wish to purchase Satellite TV or make use of recreational CB or HAM radios. Please be aware that you are allowed use of these items, but you *may not attach a satellite dish or antenna to your building*. This includes any type of satellite dish antenna that might be attached to window frames, window guards, or the brickwork on the exterior of the building. Roof antennas are also not permitted.

**Painting and wallpaper border:**

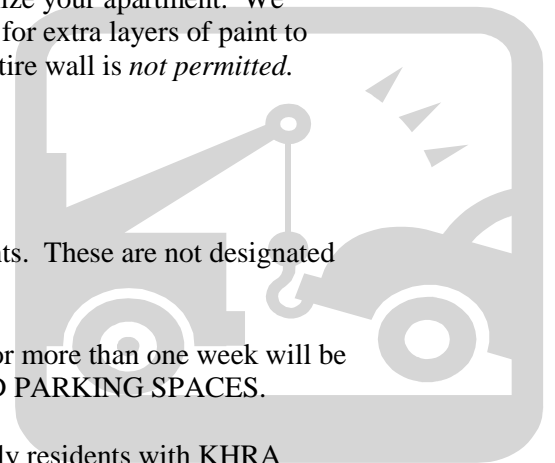
Painting and wallpaper border is allowed in your home to individualize your apartment. We prefer that you not use darker colors as this may incur extra charges for extra layers of paint to repaint walls. While border is allowed, wallpaper that covers the entire wall is *not permitted*.

## 11) Parking

Parking areas are provided by KHRA for the convenience of residents. These are not designated work areas for auto repair.

Inoperable or abandoned vehicles that remain in the parking areas for more than one week will be towed away at the owner's expense. **THERE ARE NO RESERVED PARKING SPACES.**

All communities require parking stickers. In these communities, only residents with KHRA parking stickers can park in designated areas. Visitors must park on public streets or designated parking areas. Parking stickers are available at the Administration Office (245-0135).



Certain parking spots are designated for handicap parking only. Please be courteous and do not park in these areas unless you have an appropriate handicap decal, badge or tag issued by the clerk's office. Cars that are not appropriately marked **WILL BE TOWED** *whether they have a KHRA parking sticker or not*. All vehicles are subject to tow if improperly parked regardless of time parked there.

## 12) Visitors

No boarders or lodgers are permitted in your home. Your family was assigned to your home according to its size. There is only enough space in it for your family. Temporary guests are allowed for no more than 21 total days per year in accordance with the terms of your Dwelling Lease. If KHRA determines that guests have stayed more than the maximum time allowed, you will be in violation of your Lease and will be evicted.

## 13) Pets

Pets are allowed as long as tenants follow some fundamental rules:

- Tenant must sign appropriate pet agreement.
- Tenant must pay pet deposit of \$300.
- Pet must meet requirements regarding size (dogs must weigh under 25lbs), proper immunizations, and registration
- Tenants are allowed only one (1) animal per household.
- A member of KHRA Management must take a picture of the pet to be added to the tenant file for reference.
- Tenants are not, under any circumstances, allowed to "pet sit" nor have pets as "guests".
- No pet is allowed on the property unless an agreement has been signed and deposit paid.

Please see your complete Pet Policy for additional rules provided in your Move-In Packet.



## 14) Annual Inspection / Recertification

Once each year you will receive a notice for your required annual inspection and recertification forms. Your recertification occurs once yearly around the same month in which you moved in. At recertification an evaluation occurs verifying your eligibility, your household members and re-verifying any income that you are receiving. Questions regarding this process should be directed to your Case Manager.

## 15) Transfers

Occasionally the need may arise for you to transfer from one unit to another. When KHRA must do extensive repairs to a unit, if you are not housed in an appropriate unit, or your current unit is needed for tenant placement, KHRA may request that you move to another appropriate unit. Tenants may request transfers if they have a documented need for a different unit. For example: if a tenant has developed mobility issues and requires a ground level unit, the tenant should provide evidence from his or her doctor stating their particular need. Transferring tenants costs

KHRA a significant amount of money in turn-around time and labor costs, so transfers are often not granted. Because of available transportation resources such as the Kingsport Area Transit System (KATS), transportation issues are not a justifiable cause for transfer. Transfers are also *not* performed based on *preferences* or *social issues* such as disagreements between neighbors.

## **16) Evictions or Termination of Tenancy**

Though the most common form of eviction is for failure to pay rent, a tenant may also be terminated when a resident, a member of a resident's family, or someone on the resident's Lease engages in prohibited conduct. Such conduct includes:

- Breaking one or more of the Rules and Regulations of KHRA;
- Not paying rent or other charges when they are due or chronic late payment of rent;
- Not reporting change of income or employment in my household or not providing information required by my Lease;
- Willful misrepresentation of any material fact relating to eligibility for admission, continued occupancy, or the amount of rent to be paid;
- Change in the household status that would make the household ineligible for the apartment;
- Failure to cooperate with KHRA in its efforts to maintain a crime free, peaceful environment;
- Fleeing to avoid prosecution, or custody or confinement after conviction, for a felony;
- Violating a condition of probation or parole imposed under Federal or State law;
- Violation of KHRA's "One Strike and You're Out" Policy as stated in your Lease.

## **17) Suggestions**

Parties or functions must be conducted in a manner that does not disturb your neighbors. Keep the volume of your voices and music low enough so that it doesn't disturb those living nearby.

Feuds are undesirable, especially between neighbors. Keep calm, so that petty disagreements don't develop into serious arguments.

Parents or guardians are responsible for their children's behavior.

Disturbances:

KHRA Employees cannot:

- Arrest anyone
- Swear out a warrant unless personally injured or threatened
- Testify in court or file a complaint about any incident not personally observed by that employee

KHRA Employees can and will:

- Talk with all persons involved in or with knowledge about disturbances of the peace
- Try to settle disagreements

- Evict when any person in the Lease, or a guest, continues to disturb the peace on KHRA property
- Have a resident subpoenaed to court if you are a witness to a disturbance

When the safety of residents or employees is threatened, KHRA will evaluate and evict within 72 hours if necessary (no grievance hearing). KHRA staff and Commissioners are committed to making all KHRA apartments decent, safe places to live.

You can help keep the peace by:

- Being considerate and treating your neighbors like you want to be treated
- Not spreading rumors - no one likes to be talked about, and likely any information that you don't get "straight from the source" may not be true
- Report disturbances to the KHRA office and the police. Police reports help us document and prosecute offenses.
- Being willing to go to court if needed
- Talking with all members of your household. Read the Lease to them. If your whole family is aware of the rules everyone is better prepared and protected. A family which is evicted may not be allowed back into KHRA apartments.

## 18) Resident Activities

KHRA supports activities of Resident Associations in KHRA communities. Resident Associations can serve a variety of purposes and most KHRA communities have active Resident Associations already in place in order to:

- Improve living conditions
- Serve as an organized voice for the resident body
- Encourage participation in community life
- Bring new services into the community, as needed
- Welcome new residents and help them become involved in community activities
- Improve communication with Housing Management

Each Resident Association is governed by a Constitution and By-Laws, administered by resident officers elected annually by the resident members of the association. Any KHRA resident over 18 years of age may join an active Resident Association, or help to form one in their housing community.

Kingsport Housing & Redevelopment Authority is constantly looking for new and innovative ways to provide activities for residents. Activities offered at various sites are published in a monthly calendar. KHRA encourages you to participate in all recreation and educational activities.

**Resident Use of Community Buildings:**

KHRA's purpose in having community buildings is to provide a meeting place for activities that foster a positive family lifestyle and a sense of belonging among neighboring residents.

Individual residents of KHRA may request, through the KHRA Administration Office, use of the community building for showers (baby, wedding, etc.), parties and family gatherings (birthday, anniversary, graduation etc.). For more information call the KHRA Administration Office at



245-0135. If, after use, the community building is not cleaned and returned to original condition (as when released to the resident) or if there are any damages, the resident's account will be charged for necessary cleanup and/or repairs.

## 19) Emergencies



KHRA has Emergency Maintenance service available to residents 24 hours a day by calling the Maintenance Department at 245-5561. Do not call for emergency service after normal working hours unless a problem has developed which threatens the health or safety of your family, or damage to the apartment. For example, a broken water line would require emergency service. However, a broken heating/air unit would only be an emergency in cold weather. In case of an emergency involving a fire or accident, please refer to the emergency numbers provided in this handbook or call 911.

## 20) If you have Questions

Your development's Case Manager should be able to answer all questions concerning your apartment and the development. They should always be your "first stop" for questions about rent, conditions of occupancy, family composition, and if you need repair work done.

If you feel that you haven't received appropriate answers to your questions, or if you are dissatisfied with the quality of work done, your next stop should be the Administration Office. This office is responsible for the overall supervision of your development. The receptionist in the office will give you information on how to proceed.

Please keep in mind, if you contact the Administration Office directly without going through the appropriate steps first, you will be referred back to your Case Manager.

You may also consult KHRA Newsletters, which are sent regularly to all residents; community bulletin boards, or our website ([www.kingsporthousing.org](http://www.kingsporthousing.org)) for information concerning changes or upcoming events.

## 21) Safety Checklist

Many common household accidents could be avoided. Here are some ways to keep your home safe. If your home is a safe one, all of these statements will be true.

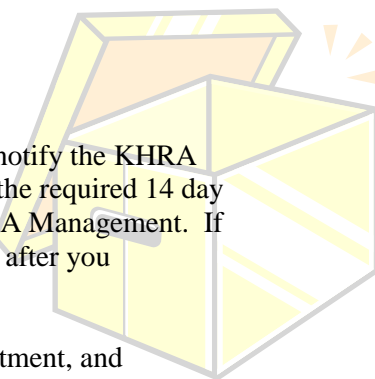
- ✓ I always place or store chemical products, cleaning supplies, and drugs out of the reach of children.
- ✓ I never let my children play in the streets and tell them to use the playgrounds which have been provided for their safety.
- ✓ I keep the stairs and entrance steps free of toys, clothing and other objects to help avoid falls.



- ✓ I always set pots and pans on the stove so their handles do not stick out. (Otherwise a child can reach it or somebody may knock the pans over and spill hot food.)
- ✓ I never leave the stove unattended.
- ✓ I never leave candles burning near draperies or other combustible materials or while I am not at home.
- ✓ I never leave a burning cigarette unattended and make sure that ashtrays are carefully emptied.
- ✓ I never store newspapers, oil, gasoline, naphtha, oily rags, or clothes with oil or paint on them in my home or around it. (These are fire hazards.)
- ✓ I never use throw rugs on my floors without a non-skid underside.
- ✓ All the electrical cords in my home are in good condition with no worn areas.
- ✓ I always pull the cord from the wall outlet before pulling the other end out of an electrical appliance.
- ✓ I keep all electrical appliances – including radio and TV away from any water source.
- ✓ I never touch or handle electrical appliances with wet hands.

## 22) Moving Out

If you decide to move from your apartment, you have agreed in your Lease to notify the KHRA Administration Office in writing at least fourteen (14) days before moving. If the required 14 day notice, or more, is given, rent will stop as of the date keys are returned to KHRA Management. If no notice is given, rent will continue to be charged to your account for 14 days after you move/turn in keys.



When you have removed all of your furniture and belongings, cleaned the apartment, and returned all keys to KHRA Management. KHRA will inspect the apartment and determine charges for any additional cleaning and repairs (except those due to normal wear and tear) for which you are responsible. You may accompany maintenance staff on this inspection if you so choose. If you disagree with any work items charged, you may discuss these with KHRA Management after you receive your final statement. If you have not incurred any charges (including excess utilities) you will receive your security deposit back within 45 days. Don't forget to provide a forwarding address so KHRA will know where to send your refund.

Your apartment should be left as clean as when you moved into the unit. Cleaning should include the following:

- **Kitchen**

1. **RANGE:** (See Equipment, range) Remove all grease and grime from range top, drip pans, oven and racks, drawer, top and sides.
2. **REFRIGERATOR:** Defrost, clean freezer compartment, shelves and bins. Butter dish, ice trays, etc. should be clean and in place. Clean entire outside.
3. Clean and remove all stains. Put all stoppers and strainers in place.

- **Walls**

Walls should be in the same condition as at move in. Remove all pictures, nails and fill nail holes. Walls should be free from crayon marks and grease. Remember that if you have painted or placed wallpaper borders up, you must return the walls to their original condition by either repainting or removing any covering.

- **Bathroom**

Scrub and remove stains from sink, commode, bathtub and tiles.

- **Closets**

Remove all materials and sweep.



- **Floors**  
Remove all rugs, carpet, etc. Sweep and mop.
- **Doors and Windows**  
Clean interior and exterior windows and doors. Make sure all screens are in place.
- **Yard**  
Remove all trash and garbage from yard.

**Security Deposit**

In order to ensure that a refund will be issued, the following requirements must be met:

1. A fourteen (14) day move notice must be received by our office in writing. If you do not give at least 14 days notice you will be charged 14 days rent from the date keys are turned in. Please do not forget to give us a forwarding address.
2. All rent, excess utility bills or other charges must be paid;
3. Your unit must be cleaned as stated above to avoid cleaning charges;
4. You must return all keys (mailbox keys must be returned to the post office).

Since KHRA must wait to be billed for any of your excess utilities, please allow 45 days after move-out for refund check to be sent.

**IMPORTANT PHONE NUMBERS:**

Police, Fire, Ambulance.....911  
 KHRA after hours Maintenance.....245-5561  
 KHRA Maintenance (work orders).....245-5561  
 KHRA Administration Office.....245-0135

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Your Case Manager	Phone Number
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