



Tenant Handbook

Welcome!! We are happy to have you as a tenant.

This handbook is designed to answer frequently asked questions about living in a Catholic Social Services (CSS) rental unit. It is impossible to list every small detail of our responsibilities and yours, but we hope this handbook will help answer some questions you have about your home.

CSS offers transitional and permanent housing for individuals and families to provide for the opportunity to further develop the stability, confidence, coping skills and resources needed to sustain permanent housing.

Each household is required to have a case manager to assist them with moving towards permanent housing. This may or may not be the same case manager that referred you to CSS to apply for one of the units. Your case manager may be from a CSS program (for example, Clare House or Brother Francis Shelter) or it may be from another agency. It doesn't make a difference where you get your case management services from, only that you understand that you **MUST HAVE A CASE MANAGER FOR THE ENTIRE TIME YOU LIVE IN THE UNIT**. Having case management is a requirement for residing in the unit. If you have been referred from a program outside of Catholic Social Services, a Memorandum of Agreement will be required with that agency.

Please be sure to ask questions if there is something that you do not understand. You may contact the CSS Property Manager (see below) or your case manager.

How to reach the CSS Property Manager:

You may contact the CSS Property Manager, Mary Beth Bragiel Monday – Friday 8:00 am – 4:00pm for general questions:

222-7309

mbbragiel@cssalaska.org

Catholic Social Services
3710 E. 20th Avenue
Anchorage, AK 99508-3418

Paying Rent:

Rent is due on the 1st of each month. It is considered late if it is not received by the 5th of the month and you will be assessed a late fee. The first late fee will be \$25. A second late fee will be \$50, if you are late more than twice in a 12 month period.

Checks are the best record of payment and are easy to record and trace. Money orders and cashiers checks are also acceptable methods of payment. You may mail or drop off rent payments at 3710 E. 20th Ave. You will be given a receipt. If one is not given to you, please be sure to ask for one. This is proof for your records that you have paid. If you need to make a rent payment of cash, please contact CSS Finance (222-7300) to set up a time to make the payment and receive a receipt. **DO NOT SEND CASH IN THE MAIL!!**

Repairs/ Maintenance

Please forward all non-emergency maintenance or repair requests to the CSS Facilities Manager in writing. CSS has provided you with a form to use (see last page of booklet), but as long as you make sure all of the important information is submitted, you may give it to us in writing in any manner you choose- you don't *have* to use the CSS form. You may also call 222-7393 and speak to one of the maintenance staff.

Maintenance Priorities

We will respond to repairs and maintenance requests as soon as possible after receiving the notice. We would like to be able to make immediate repairs, however, we sometimes use independent contractors to perform the work and they will schedule to do repairs as their schedule allows. Tenants may choose to be there when the work is being done or to work with the property manager to arrange to get the contractor access to the unit to perform the work.

For emergencies, such as broken pipes or loss of heat, call 907-355-7987. Please only call that number for EMERGENCIES.

Please do not perform repairs yourself. It is not okay to perform work and then deduct it from your rent. This includes painting. We use professional painters if we determine painting is needed. If you want to repaint anything, you must have prior permission from CSS, and if it needs to be brought back to the original color upon moving out, the cost will be charged to you.

All repairs should be requested through Catholic Social Services. Please do not call a repair person on your own unless you plan to pay for it--it will not be deducted from your rent.

Inspections

You will be required to have twice yearly Maintenance inspections. The inspection can be done in your presence, or without you, per your preference. You will be contacted to schedule these. The first inspection will be required after approximately three (3) months of moving into the unit.

Your Case Manager will be present for these inspections. Any issues concerning cleanliness or hazards will be addressed by the Tenant, Landlord, and Case Manager.

Utilities

During the winter months, you are required to leave your thermostat at 60 degrees minimum. This is to prevent water pipes from freezing in the cold weather. If you leave for more than a day or two, leave the cupboard doors open to prevent pipes from freezing.

Be conservative!! Do not crank up the heat and then leave windows and doors open, leave water running (report dripping faucets as soon as possible) or leave lights on when a room is not in use. CSS pays the cost of utilities and has placed trust in the tenants to help conserve water, electricity and heat.

CSS will not be responsible for telephone, cable or internet charges. Tenants may NOT install any device to the outside of the building. Satellite dishes are prohibited.

Trash pickup is provided through Solid Waste Services. Pick up is on Monday mornings. Trash must be on the curb by 6 am. Please use the garbage cans provided. Trash should be placed in the containers in plastic garbage bags. This will contain the trash if the cover comes off. The garbage cans should be placed in the shed until garbage day, then replaced in the shed as soon as possible.

Appliances, furniture and home furnishings

Everything that was in the unit when you checked in must still be there when you check out or the replacement cost will be deducted from your deposit. This includes blinds and fixtures, and may include some household goods. A list of these things will be included with your rental agreement.

Tenants are expected to take care of the appliances provided in the unit. Proper care includes cleaning the appliances and taking care to use them according to their intended use.

Renters Insurance

CSS' insurance policy does not cover your personal belongings. If you want insurance on your belongings, please contact a local insurance company for more information.

Smoke detectors/ Carbon Monoxide detectors

Smoke detectors and carbon monoxide detectors are installed in each unit. Tenants need to check to ensure the detectors are functioning at least once per month. Each detector has a "test" button that when pressed, will sound to indicate the unit is in proper working condition. If you have questions or concerns about the detectors, please ask the property manager. Do not remove the

batteries in any detector except to replace them with new batteries if needed. If cooking makes the smoke detector go off, **DO NOT SILENCE THE ALARM BY REMOVING THE BATTERY.**

Storage

Please store your belongings in your unit. Do not store them in the entry way, outside on the deck, or in the yard.

Pets

Pets are not allowed, with the exception of assistance animals. Prior written approval from CSS is required.

Smoking

Smoking of any substance inside the building is prohibited. This includes the entryway/ vestibule area and on the deck. Smoking of tobacco products must be done outside away from any open windows or doors. Smoking of any other substance is prohibited. Teenagers who are younger than the legal smoking age may not smoke anywhere on CSS property. Please dispose of cigarette butts properly. This will keep the property clean and eliminate possible fires.

Drugs and Alcohol

Use or possession of any illegal substance is prohibited. Alcohol use that causes disruption or disturbances for neighbors or the neighborhood is prohibited and grounds for termination of the lease. This includes your guests. You will be held responsible for disorderly conduct of your guests.

Weapons/ Fire Arms

Weapons and fire arms are prohibited on the property. Please arrange to safely store any weapons or fire arms off the premises.

Outdoor

The Government Hill neighborhood is a child friendly, family oriented neighborhood. Families are encouraged to play outside together. Parents are responsible for ensuring children are adequately supervised when playing outside. All outdoor toys (bikes, balls, etc) must be put away when not in use. Trampolines are prohibited on CSS property. Children riding bikes, scooters, skateboards, rollerblades or roller skates must wear a helmet.

Please use caution when using a grill or barbeque. Use them in well ventilated areas away from the building and off the deck. Never use indoors (even in the entryway) and always make sure the grill is turned off when not in use.

Tenants are required to maintain the sidewalks, driveways, decks, porches and lawn. There are shovels available to keep the walkways and driveways free from snow and ice. Rakes and lawn mowers are available to maintain the yard in the spring and summer months.

Laundry Facilities

Washers and dryers are available in the laundry room and are for the use of residents only for a small fee. Please use at your own risk. CSS is not responsible for items that are damaged as a result of using the laundry facilities or for items left for an extended period in a washer or dryer.

Please be a considerate neighbor and remove items when the cycle has finished. Children under the age of 14 are not authorized to use the washers or dryers. Please remember to **clean the lint filter** on the dryer each time you use it to prevent fires and increase the dryers' efficiency.

Visitors

You are responsible for any visitors. They should follow the same rules that you do. If they refuse, it is your responsibility to ask them to leave.

Police

If you call the police for any reason related to your tenancy (ie, nuisance report, break in, possible drug activity in the area), you must report this to the Property Manager as soon as possible. If after hours, please leave a message at 222-7309..

Being a good neighbor

Part of living in a multi-unit dwelling, as well as being part of a neighborhood, is being a good neighbor. Please keep others in mind, especially in terms of noisy activities. Typically, there should be no loud noise between the hours of 9 pm and 8 am. This will allow others to get their rest. (Keep in mind that some people work nights and sleep days. If you are aware of neighbors with these hours, you should talk to them about good times for loud or outdoor activities so that they will not be disturbed.)

The outside of your dwelling should be kept neat and in order. Do not store anything outside. Pick up any trash, and put toys indoors at night.

Checking into the unit

Deposits and rent are required prior to moving into a unit. Setting up phone service, cable or internet is strictly up to the tenant.

You will need to do a walk through with the property manager and complete a check-in sheet where together you and the property manager will record any damage or defects in each room. You will also sign off on the inventory of appliances and furnishings. You must complete this no later than the first day of the lease. You will be expected to leave the unit in the same condition as you found it.

Checking out of the unit

In order to receive your deposit back, you must remove all of your belongings and leave the unit in the same condition as when you moved in. You must return your keys and go through a check out list with the property manager. We will send you your deposit or a letter stating why your deposit will not be returned within 14 days of your move out. The check out list has a forwarding address section for you to complete when you check out.

Move Out Cleaning

Estimated cleaning time after your belongings have been removed from the unit:

- 4-6 hours to clean a 1 bedroom
- 8-10 hours to clean a 3-4 bedroom
- 10-15 hours to clean a 5 bedrooms

Cleaning list:

- All personal belongings removed from the unit and the property
- Wash walls with mild cleanser
- Wipe down all woodwork (baseboards, trim)
- Clean windows, window tracks, window sills- make sure window screens are on the window
- Clean light fixtures, mirrors and glass fixtures
- Clean stove top, oven, drip pans, oven racks, broiler pan
- Clean behind, under and on the side of range
- Empty Refrigerator, wipe clean with mild cleaner
- Wipe clean microwave
- Leave refrigerator plugged in and operating
- Sweep, mop, and vacuum all floors
- Clean counter tops
- Scrub sinks, bathtubs and toilets with cleanser
- Remove hair from drains
- Sweep porches and entryways
- Remove all trash
- Wipe down blinds or clean window covering
- pick up all trash outside the unit

Please sign and date below as proof that you received a copy of the Government Hill Tenant handbook. It is your responsibility to read the handbook and abide by it. If you have questions, please contact the property manager.

Tenant_____

Date_____

Property Manager_____

Date_____



Government Hill Maintenance/Repair Request Form

Today's date: _____

Name of person making request (please print): _____

Unit number of work being requested: _____

Description of need:

Four horizontal lines for describing the need.

Is this problem affecting the health or safety of children or adults? ____ Yes ____ No

Signature: _____

For Maintenance use:

Date request received: _____

Action taken: _____

Four horizontal lines for describing the action taken.

Authorized signature: _____

Date of completion: _____