

Winchendon Housing Authority



Resident Handbook State and Federal Housing

As of 03-01-97
Revised 7-2013,
Latest Revision 12-2023

RULES OF THE WINCHENDON HOUSING AUTHORITY

If in doubt, call the office prior to making any changes.

This list is subject to additions and deletions that will serve the best interest of you, the tenants, your family members and all the apartments of the Winchendon Housing Authority. This handbook is only to further explain each resident's responsibilities as it pertains to the lease. The **Tenant's Lease** is a binding document that must be adhered to at all time. This Handbook is to be used as a guide and as a reference.

MAINTENANCE PROCEDURES

We strongly encourage all tenants to have a spare key, either in your car, with a relative or neighbor as **we do charge for all lockouts that occur after hours.**

Requests for maintenance must be initiated by **calling the office**. A work order will be issued and assigned to the Maintenance Person assigned to that development.

If a maintenance problem develops after the office is closed, you can call 978-297-2280 ext. 304 and leave a message on the answering machine. We will contact you the next morning and set up a convenient time for the maintenance staff to look at the problem. **Remember; do not call maintenance directly unless you have an emergency when the office is closed.**

The Winchendon Housing Authority's maintenance staff is on call for **EMERGENCIES ONLY**, 24 hours a day 7 days a week. **The maintenance technician will discern if the call is an emergency. The WHA bills tenants for non-emergency nuisance calls.**

MAINTENANCE STAFF TELEPHONE NUMBERS

If an emergency occurs after hours, such as a broken water pipe, no heat in the unit, etc., please call one of the maintenance staff. If you cannot get in touch with one call the Executive Director at 978-297-2280 ext. 302. Every member of the maintenance staff is familiar with all locations. Their work telephone numbers are:

<u>Maintenance Staff</u>	<u>Telephone Number</u>	<u>Development Assigned</u>
Patrick White	978-297-2280 ext. 351	23-53 Pearl Drive
Arthur Rocheleau	978-297-2280 ext. 355	Ipswich Drive/14-16 Ready
Linda Bond	978-297-2280 ext. 354	Hyde Park Dr., 40 Hyde Park St. 410 Front St.
Alec Barrows	978-297-2280 ext. 353	Fed and State Scattered Sites 1-12 Ready
Rocky Flint	978-297-2280 ext. 352	Maintenance Supervisor

INSIDE THE APARTMENT

No changes may be made to the interior or exterior of any dwelling unit including, but not limited to, the removal of closets or walls. Installation of any type of equipment, wallpaper, wallpaper borders, stenciling or paneling is **NOT ALLOWED**. No doors can be removed from any unit either inside or outside. Cable cords cannot present trip hazards. **REMEMBER ANY QUESTIONS CALL THE OFFICE FIRST BEFORE YOU CHANGE ANYTHING!!!**

No appliances, such as a dishwasher, freezer, and extra refrigerator, Washer and/or Dryer may not be installed and used in any of the WHA's federal developments. State 705-1 Scattered Sites and 705-2 Ready Drive that have hookups can have washer and dryers in their units. Most Developments have a central laundry area for resident use. Children under the age of 14 should not be in the Laundromat doing laundry without the supervision of a parent. **Under no circumstances should anyone congregate in the Laundromat.**

Ceiling fans may be considered for Ipswich and Hyde Park for **medical purposes only**. Tenants must first complete the Reasonable Accommodation form, which shall be verified by the tenant's physician. Upon approval, installation of the ceiling fan will be required by a licensed electrician. The ceiling fan must be installed in compliance with the State Sanitary, Electrical Code and any other building codes.

Attic and/or crawl spaces in all developments may not be used for storage. **DO NOT GO INTO THESE AREAS AT ALL!!** Pearl Drive basement storage areas are for use at the tenant's own risk.

Smoke detectors or carbon monoxide detectors may not, **UNDER ANY CIRCUMSTANCES** be disconnected or tampered with. Remember they are for you and your children's safety and the safety of the other tenants in the building. If you think they are too sensitive, call the office and maintenance will check the sensitivity of each detector.

Monitor hot water. If you feel it is too hot, over 130 degrees contact the office for the temperature to be checked.

You are responsible for light bulbs in your own light fixtures. The housing authority only replaces florescent light bulbs and light bulbs in common areas such as hallways, cellars, and outside lighting.

- Window washing in your apartment is your responsibility.
- Decorative decals should not be added to bathtubs as they do not come off.
- Tubs and toilets should be cleaned with a nonabrasive cleaner.
- Bathmats or towels should be placed on the bathroom floor during bathing as floors are not water tight
- No locks other than those provided may be installed on any Interior or Exterior doors.

- Curtains and furniture must be kept away from heating baseboards.
- Clothing may not be dried over heating baseboards as this is a fire hazard.
- No candle burning is allowed.
- Sidewalk chalk should not be written on any building walls or on walkways that lead directly to tenants' units.

Carpeting may be installed in accordance with housing authority guidelines. Wall-to-wall carpeting may be laid with tape. **NO GLUE, TACKS OR CARPETING WITH RUBBER BACKING WILL BE ALLOWED IN ANY OF THE UNITS.** Doors may not be cut down for installation of carpeting. Any damage to the floors because of the installation is the responsibility of the tenant. **Installed carpeting is NOT allowed in bathrooms or kitchens.**

All carpeting will have been cleaned prior to offering you the apartment. Any carpet that is stained, burned or dirtied while you are a resident in the apartment is your responsibility. Upon Move-Out there could be a charge for damage to the carpet.

Residents of the Winchendon Housing Authority's elderly/disabled developments and Chapter 705-1 and 2 housing for State-Aided Families are allowed to have the WHA install air-conditioners during the summer season. All air conditioner installations **must** be done by our maintenance department. Residents of Pearl Drive who have been granted a Reasonable Accommodation must purchase a vertical air conditioner because of the type of windows and security screens at this development. The charges for this installation and monthly operations are explained in further detail in the **Air Conditioner Policy** that has been incorporated into this handbook for your review.

Overflow of toilets is **your responsibility**. If there is a problem, shut off the water to the toilet immediately and contact the office to have a maintenance person respond to evaluate the problem. **The WHA charges tenants for after-hours plugged toilet calls.** It's a good idea to own a plunger.

Washing machines and dryers, portable, apartments sized or otherwise are not allowed at any of the developments where the housing authority pays for utilities. Residents of Pearl Drive, Ipswich Village, or Hyde Park are encouraged to use the laundry rooms provided on site. Federal Scattered sites residents have the use of the **39-3 Laundry Facility in the cellar at 71/ 77 Maple Street** between the hours of 7am and 8pm. State family tenants may have washing machines and dryers in their apartments if there are hookups for these appliances since they are paying for electricity. **Dryers must be properly vented. Tenants are responsible for any water damage caused from washing machines.**

All tenant personal property on or in the premises shall be at the risk of the tenant. The housing authority is not responsible for any damage to tenant's personal property. Apartment insurance should be considered by each tenant and is available from local insurance carriers.

In conformance with the State Sanitary Code we **do not allow** residents to use **portable space heaters, parlor heaters, cabinet heaters, room heaters**, and any similar heaters having a barometric fed fuel control and its fuel supply tank located less than 42 inches from the center of the burner, as well as the type of heating appliance adapted for burning kerosene, range oil, or number one fuel oil and any portable wick type space heater. If you feel your apartment is not supplying you with adequate heat, please call the office and we will schedule an appointment for maintenance to examine the problem.

In conformance with the State Sanitary Code, we **do not allow** residents to use the basement of the apartment as a bedroom. This is for you and your family's protection as there is no second means of egress should an emergency occur. Please, if you believe you are eligible for an additional bedroom, stop by the office and complete a Transfer Application.

All electrical, cable boxes, water tanks and furnaces, in all developments should be left alone, and accessible. **Be sure not to block access to these areas.**

We paint all apartments on a 7-10 year cycle depending on the condition of the paint. Residents are NOT allowed under any condition to paint the apartments. If the Authority determines that the resident has painted the apartment it will be re-painted by the maintenance staff and the resident will be charged the cost to re-paint the apartment. **See Tenant Damage List attached.**

OUTSIDE THE APARTMENTS

Clotheslines are provided in most developments. Hanging clothes over the fences and shrubbery is not allowed.

Outside faucets are available for gardening use only. Cars, motorcycles, boats, and trucks may not be washed. No car washing/detailing business may be conducted on housing authority property. Garden hoses may not be run from kitchen sinks or any other indoor faucet for any reason. No waterslides or sprinklers may be used at any WHA property.

Porches, patios, and back yards may not be used for storage. **No upholstered furniture or mattresses may be outside. No open fires, such as fire pits, are allowed.**

The hallways, front and back may not be used for storage as this is against fire regulations. Grills, cookers and similar devices are prohibited from use against the buildings. Please place them away from the building on a grassy or cement area behind your unit. To prevent fires, please monitor the cooking devices at all times.

No fences or barriers will be permitted on any housing authority property unless installed by the Housing Authority.

LAWN CARE AND SNOW REMOVAL RESPONSIBILITIES

LAWN CARE

SNOW REMOVAL

Federal Family Residents
Pearl Drive and Scattered Sites

Winchendon Housing Authority is responsible for all lawn care

Winchendon Housing Authority is responsible for cleaning walks and parking Areas.

Federal Elderly Residents
Ipswich Drive

Winchendon Housing Authority is responsible for all lawn care

Winchendon Housing Authority is responsible for cleaning walks and parking Areas.

State Elderly Residents
Hyde Park Drive and Congregate Housing

Winchendon Housing Authority is responsible for all lawn care

Winchendon Housing Authority is responsible for cleaning walks and parking Areas.

State Family Residents
1-12 Ready Drive
State Scattered Sites

Tenants responsible for all lawn care, including mowing the lawn BI-weekly weeding around bushes, porches, etc.

Tenants remove all snow in their own driveway and on both their own walkway, and any common walkways.

Tenants are encouraged to plant flowers in all developments. If you have any questions concerning perennial or annuals, the office can assist you. Tree planting will not be allowed at any of the developments, this could cause a problem with underground pipes or septic systems.

We do not allow residents to store, or use wading pools on housing authority property, due to the bacteria that accumulates in standing water, and the health problems that could result from small children drinking such contaminated water. This is for your own safety as well as your children's. Swings and trampolines are not allowed. **Further details are in the attached Swing/Trampoline and Pool policy.**

PARKING

Parking areas may not be used for any other reason other than parking a car, van, or truck as allowed. Parking areas are not to be used as storage or for any other reason. Parking areas are for **tenant use only**, not for any of the tenant's visitors. All visitors can park in the street or in visitor-marked parking areas and walk to each unit. Remember **ONLY TENANT OWNED VEHICLES ARE ALLOWED IN TENANT PARKING AREAS**. At Pearl Drive there is a separate parking policy that has been enclosed for your review and understanding.

Tenants are not allowed to store or allow any of their visitors to be on Housing Authority property with any recreational vehicles, this shall include **Snowmobiles, Dune Buggies, All Terrain Vehicles and Motor Homes**.

There is no longer assigned handicapped parking in the elderly developments. Reasonable accommodations will be made when required, however all handicapped parking spaces are on a first come first serve basis.

Simple repairs will be allowed on housing authority property I.E. **rotation of tires, change oil grease suspension or change brakes**. Never leave an automobile unattended with a jack engaged under it. **Tenants are not allowed to Change Engines, Transmissions, Suspensions or Gas Tanks on Housing Authority Property**. If that should happen the vehicle in question will be towed at owner's expense

Oil, car batteries, and automobile tires may not be disposed of or discarded on housing authority property. If the housing authority must remove these items, you will be charged for the authority to dispose of them at the landfill.

Unregistered vehicles may not be kept on any housing authority property. Disabled or broken-down vehicles may not be left for more than a **twenty-four hour period**. If a vehicle cannot be repaired within the twenty-four-hour time frame, notify the office. If upon seven calendar days the vehicle still cannot be repaired, you will be requested to remove the vehicle. If the owner fails to remove the vehicle after seven calendar days, the Authority will have the vehicle towed. If the vehicle is towed, it will be the responsibility of the owner of the vehicle to pay all towing and storage charges.

Residents of the Winchendon Housing Authority have signified that they are residents of the State of Massachusetts. The State of Massachusetts requires that any person who shall establish residency in the state must register their car and obtain Massachusetts license plates within 30 days. We will notify the Registry of Motor Vehicles of any resident that fails to do so.

The speed limit at any of the housing authority properties is **15 miles per hour**. Please use caution and convey this to your guests. We have many people who are not able to quickly dodge a speeding car.

PETS

PETS ARE NOT ALLOWED in the family developments with the exception of birds, fish hamsters or gerbils. Remember dogs, cats, ferrets, iguanas, snakes or any other non-customary pet is grounds for eviction and the housing authority will seek an eviction for cause should we determine you own such a pet.

Any applicant or resident of the WHA's elderly/handicapped developments interested in maintaining a common pet in his/her unit will be required to obtain written approval from the Authority prior to housing a pet on the Authority's property. To obtain approval, a resident must first submit an "Application for Pet Waiver" at the housing authority. A common animal will be defined as a dog, cat, bird, guinea pig, gerbil, hamster, rabbit, or fish. **Reptiles, iguanas, snakes, ferrets, and birds of prey are not household pets**. Pets other than cats and dogs should have suitable housing, e.g. cages or aquariums. Residents who are allowed to keep **one** common household pet will be required to follow the Winchendon Housing Authority's pet policy in its entirety. Policy dictates that tenants must clean up after their pets both inside and outside their

units. Pooper scoopers are available at most stores. All waste must be picked up and disposed of properly. **Only one pet will be permitted per household, except for tropical fish.**

MISCELLANEOUS INSPECTIONS

Your lease allows the Winchendon Housing Authority, upon reasonable written notice of at least **24 hours**, access to the apartment. The purpose of the entry is limited to: making repairs or adjustments of a routine nature; pest control, performing safety inspections, and to show the apartment to prospective residents.

However, your lease allows us the Winchendon Housing Authority immediate access to your apartment without a 24-hour written notice **ONLY** when we believe that an emergency condition exists. In that case, we will leave in the apartment written notice of the date and time that we entered and the reason that we entered.

KEYS

Keys are given to each tenant upon signing the lease. An explanation is given concerning all keys. A lost key may be replaced for a fee. We strongly encourage each resident to have a spare key made and left either in your car, with a relative, or neighbor, as we do charge for all lockouts that occur after the Authority's normal hours of operation. Upon lease-up each new resident will be given 2 keys to their unit. If more keys are needed, they can come to the office, and we will make a duplicate key for a nominal fee.

MAIL

To not receive an interruption in your mail service, contact the Winchendon Post Office at 978-297-0230 and inform them of the apartment number that is listed on the lease. Hyde Park Drive, Ready Drive, Pearl Drive and Federal Scattered Site residents will also need to request a mailbox key from the Post Office. Only Ipswich Drive residents will get their mailbox key from the WHA office.

RUBBISH REMOVAL

Rubbish must be placed in **Plastic Bags and Tied**. If you have a large piece of furniture, or mattress you will be required to go to the town hall and get a disposal ticket for the furniture and then bring the ticket to the office for removal of the item. Since we are charged when we dispose of trash at the dump, we try to schedule a full truckload before we go there. Please do not leave large bulky items by the side of any dumpster as we are again charged by the trash company when they remove these items. If in doubt, call the housing authority office, and we will advise you of the proper procedure.

Dumpsters are provided for trash disposal at our federal sites and state elderly sites. Except for 190 & 192 Maple Street, trash must be placed directly in the provided dumpsters when it is removed from the unit. Trash should not be stored on porches or patios. (190 & 192 may place their household trash in properly covered receptacles until it is transported to the lower Maple

Street dumpster.) Please do not allow children under the age of 14 to bring trash to the dumpster. Small children have a difficult time lifting the trash bag up four feet to get the trash into the dumpster. The children will struggle and get the trash halfway up to the door on the outside when the trash bag bursts. The trash will pour out onto the ground, and this attracts bugs and wild animals. Wild animals can carry rabies. Rabid animals can bite your children. Therefore, **please do not allow small children to bring the trash to the dumpster!!**

- Disposable diapers should be double wrapped in all developments to avoid odor.

Soliciting of any kind is not allowed by the housing authority.

Parents must know where their children are playing at all times. Do not allow them to play in the street. Small children learning to ride bikes or roller skate should use the sidewalks, or driveways within the family developments and always with adult supervision. Remember accidents happen very quickly and when we least expect them.

In our **State housing units guests may not remain for more than (3) three weeks and in our Federal housing no more than (2) two weeks within one calendar year and approval from the Authority is granted.** These reasons must be discussed with the Executive Director, or his/her designee and approval may be granted for a specified period. If a resident or guest acts in such a manner that violates or attempts to circumvent the lease, appropriate action will be taken according to the lease.

No alcoholic beverages shall be consumed in front, back yards, or common areas within any of our development. No alcoholic beverages are allowed to be consumed in any of the housing developments community buildings

Residents shall refrain from and cause his/her household guests to refrain from, engaging in criminal activity, including drug-related criminal activity, on or near public housing premises while the resident is a resident in public housing. Such criminal activity shall be cause for termination of tenancy. The term drug-related criminal activity means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute or use as a controlled substance,

Residents shall conduct themselves in a quiet manner after **10 P.M.** which shall mean that they refrain from any loud noise which shall include but not be limited to loud music, television or parties so as not to disturb their neighbors peaceful enjoyment of their accommodations and will be conducive to maintaining the development in a decent, safe, and sanitary condition.

Tenants who wish to use the community room for a personal function must sign the **Community Room Use Policy** and ensure that both they and their guests will adhere to the rules of the community room.

All WHA public housing programs fall within the definition of "**drug free zone**". This zone will be enforced by the Federal Law "**One Strike You're Out**" which was adopted by the Winchendon Housing Authority Board of Commissioners in May of 1997 Resolution #97-1342.

Housekeeping Standards: To improve the livability of the apartments owned and managed by the Authority, uniform standards for resident housekeeping have been developed for all tenant families.

Authority Responsibility: The standards that follow will be applied fairly and uniformly to all Tenants. The Authority will inspect each unit at least annually, to determine compliance with the standards. Upon completion of an inspection, the Authority will notify the Tenant in writing if he/she fails to comply with the standards. The Authority will advise the Tenant of the specific correction(s) required to establish compliance and indicate that training is available. Within a reasonable period, the Authority will schedule a second inspection. Failure of a second inspection will constitute a violation of the lease terms. *Training will be available at no cost to any Tenant requesting or needing assistance in complying with the Housekeeping Standards.*

Tenant Responsibility: Tenant is required to abide by the standards set forth below. Failure to abide by the Housekeeping Standards that result in the creation or maintenance of a threat to health or safety is a violation of the lease terms and can result in eviction.

- **General:**

1. Walls: should be clean, free of dirt, grease, holes, cobwebs, and fingerprints.
2. Floors: should be clean, clear, dry and free of hazards.
3. Ceilings: should be clean and free of cobwebs.
4. Windows: should be clean and not nailed shut. Shades or blinds should be intact.
5. Woodwork: should be clean, free of dust, gouges, or scratches.
6. Doors: should be clean, free of grease and fingerprints. Doorstops should be present. Locks should work.
7. Heating units: should be dusted and access uncluttered.
8. Trash: shall be disposed of properly and not left in the unit.
9. Entire unit should be free of rodent or insect infestation.

- **Kitchen:**

1. Stove: should be clean and free of food and grease.
2. Refrigerator: should be clean. The freezer door should close properly and freezer has no more than one inch of ice.
3. Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs. Heavy pots and pans should not be stored under the sink.
4. Exhaust Fan: should be free of grease and dust.
5. Sink: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
6. Food storage areas: should be neat and clean without spilled food.
7. Trash/garbage: should be stored in a covered container until removed to the disposal area.

- **Bathroom:**

1. Toilet and tank: should be clean and odor free.

2. Tub and shower: should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place, and of adequate length.
3. Lavatory: should be clean.
4. Exhaust fans: should be free of dust.
5. Floor: should be clean and dry.
6. Walls must be cleaned so that they remain free of mildew or mold.

- **Storage Areas:**

1. Linen closet: should be neat and clean.
2. Other closets: should be neat and clean. No highly flammable materials should be stored in the unit.
3. Other storage areas: should be clean, neat and free of hazards.

- **Housekeeping Standards Outside the Apartment:**

1. Yards: should be free of debris, trash, and abandoned cars. Exterior walls should be free of graffiti.
2. Porches (front and rear) should be clean and free of hazards. Any items stored on the porch shall not impede access to the unit.
3. Steps (front and rear): should be clean, and free of hazards.
4. Sidewalks: should be clean and free of hazards.
5. Storm doors: should be clean, with glass or screens intact.
6. Parking lot: should be free of abandoned cars.
7. Hallways: should be clean and free of hazards.
8. Stairwells: should be clean and uncluttered.
9. Laundry areas: should be clean and neat. Remove lint from dryers after use.
10. Utility room: should be free of debris, motor vehicle parts, and flammable materials.

Remember this is a minimal standard and can be modified depending on the actual conditions upon inspection and entrance of the home.

Winchendon Housing Authority

Air Conditioner Policy

For Elderly and Family Households

Purpose: To clarify who and how Air Conditioners are to be installed and who is responsible for the cost to operate each unit installed.

Adoption: This policy was adopted by the WHA Board of Commissioners at a regular meeting of the board held in May 2003.

Definitions:

Air Conditioner: A window appliance that is used during the cooling months of June, July August and September.

Elderly Household: When the head of household or spouse is of the age of 60 years or older.

Family Household: When the head of household is less than 60 yrs of age.

Mass Electric: This is supplier of electric power to all the housing developments of the Winchendon Housing Authority.

Description of Policy:

I have contacted Mass Electric and they have supplied me with monthly cost for one window A/C on the low side \$10 per month and a high of \$50 per month. I am proposing a monthly charge of \$30 per month for the each unit in family sites that have request from their doctor. On the elderly sites we will only charge for those that have 2 A/C units in their apartments. I also want to propose a one-time per year charge to install the unit of \$15. Failure to inform the WHA of the installation of an Air Conditioner will only increase the charge of the installation and monthly cost that will still be billed to your account.

Monthly Billing: Our Financial Coordinator will bill your account each month while the A/C is installed. If you are no longer using the Air Conditioner please contact the office to have it removed and billing stopped.

If for some reason you do not fully understand this policy. Please feel free to contact the WHA office 978-297-2280.

Pearl Drive Parking Policy

Approve By Board of Commissioners 5-15-2003.

Resolution #2003-1651

Effective Date 5-19-2003

The purpose of this policy is to eliminate any confusion by residents and visitors on who can park where. It will be the responsibility of every tenant to notify his or her visitors of this policy and how the enforcement will work. Signs will also be installed to help define where tenants parking starts. This policy also will be given to the Winchendon Police Department for assistance in the enforcement of this policy.

Designated parking spaces – The Winchendon Housing Authority will not designate any parking spaces. The only exception will be for a handicapped parking space.

Executive Director – Person designated by the Winchendon Housing Authority to promulgate the day-to-day functions of the Winchendon Housing Authority.

Handicapped parking - Person operating or a passenger of a motor vehicle bearing a handicapped license plate or placard hanging from the rear-view mirror shall be exempt of the towing policy providing that the person(s) that received the license plate or placard is in the vehicle or is being picked up by the vehicle as required by M.G.L. Chapter 90 Section 2. Violation of this section is a \$500.00 fine for the first offense. Parking in a tenant parking space may be accomplished by a person operating a vehicle with a handicap placard while a handicap person is entering or exiting the vehicle, including immediate drop off and pick up. Immediate for the purposes of this section shall mean 10 minutes.

Parking – Tenants will park their vehicle with the front of their vehicle facing the building. Backing a vehicle into a parking space is not an option.

Parking permit – Any type of decal approved by the Winchendon Housing Authority that will be placed on tenant's top left of the rear window. This permit must be placed so as to be easily viewed by the Winchendon Housing Authority and the Winchendon Police Department.

Permit parking space – A marked lane located in front of a tenant's building.

Registered vehicle – All motor vehicles granted parking permit must be legally registered in the State of Massachusetts. Any vehicle that becomes unregistered after being issued a permit will be removed from the property, unless there are extenuating circumstances and owner must have the approval of the Winchendon Housing Authority

Reporting of a violation – tenants observing violations of the parking policy may;

1. Contact the housing authority during regular business hours.
2. After Business hours and weekends and holidays, tenant may call the Winchendon Police Department and report this violation of the Winchendon Housing Authority.

Officers will first attempt to notify the owner to remove vehicle, if this is not possible have tenant sign a private property towing form, prior to having the vehicle removed.

Tenants – Person(s) whose name is on the lease of one of the apartments in the Winchendon Housing Authority.

Tenant over run parking space – A space that is in Visitor parking. Must have a tenant sticker; vehicles in control of tenants have the discretion as to what vehicle is parked where and when. May be used as standard parking.

Towing Fee – a fee that is set by the Department of Transportation for the removals of a vehicle that is trespassing on the Winchendon Housing Authority property. This fee shall be for initial towing of the vehicle and any/all storage fees that are charged by the day. The towing company may place a garage lien on the vehicle until all fees are paid.

Towing of improperly parked vehicles – Vehicles not bearing the parking permit decal will be determined as being violators of the Winchendon Housing Authority's parking policy and will be towed from the property at the owner's expense as authorized by the M.G.L. Chapter 266 Section 120D.

Towing Service – Persons designated by the DOT to tow vehicles for hire. They may at the owner's expense tow the vehicle from the Winchendon Housing Authority property any/and all vehicles ordered by the Chief of Police or his designee.

Vehicle trespass charges - that may be imposed upon the violator/owner of a vehicle violating the Winchendon Housing Authorities police may be also charged with Trespass involving motor vehicle, **or other powered devise**. This violation of the law carries with it a fine of up to \$250.00 dollars.

Winchendon Housing Authority – Winchendon Housing Authority vehicles will be exempt from this policy.

Visitor parking space – Marked lanes designated by the Winchendon Housing authority as a location where people not on a lease may park their vehicle for a short term parking period.

Winchendon Housing Authority - A board of commissioners designated to promulgate rules, regulations, and policy for properties under their control.

Winchendon Police Officer – Members of the Winchendon Police Department who have been designated by the Chief of Police to enforce the Private Property towing law, M.G.L. Chapter 266 Section 121A. Members of the Winchendon Police Department have been authorized by the Winchendon Housing Authority to enforce their Private Property towing policy.

HANDBOOK OF THE WINCHENDON HOUSING AUTHORITY

TENANT REVIEW RECORD SHEET

I have read and understand the Winchendon Housing Authority Resident Handbook promulgated by the Board of Commissioners for the benefit and well-being of the housing authority tenants and I agree to abide by them. This sheet will be in your file to show record of reading and understanding the aforementioned handbook and lease completely.

I also fully understand that this handbook and policies have been given to me and members of my household as a guide, only to help clarify the Housing Lease that I have signed. I fully understand that by no way does this handbook supersede the requirements of the Tenant Lease.

Head of Household	Date
Spouse or Member over age of 18 years	Date
WHA Representative Signature and Title	Date