

WELCOME!

Before you move into your new unit, please take the time to read this informational pamphlet that is designed to answer all your questions about housing and the rules and regulations pertaining to your tenancy.

The Chelsea Housing Authority operates within the framework of the rules and regulations for federal and state-aided housing under the direction of both the United States Department of Housing and Urban Development (HUD) and the Department of Housing and Community Development (DHCD).

Residing in a public housing development for most people is a new experience; you will be sharing with many other individuals and the Housing Authority. Our mutual obligation is to make this development a pleasant and attractive example of community life in our City.

The Housing Authority's obligation is to provide efficient management and a sound financial structure. To this end, the Authority will maintain the property efficiently and well so that every resident is proud of the appearance of the buildings and common areas. In order to accomplish this, cooperation from every resident is necessary.

A development reflects its occupants - you and your neighbor have a right to privacy and freedom from annoyance. A mutual respect and consideration for one another will ensure that all occupants enjoy living in public housing. The Management will gladly receive your suggestions or observations and will advise and assist you in resolving problems that might arise. Cooperation is the basis for success in any housing development, and it is hoped that each resident will actively support the Authority in this endeavor.

PROPERTIES MANAGED BY THE CHELSEA HOUSING AUTHORITY

Fitzpatrick Apartments (State 200-1)

The Fitzpatrick Apartments, also known as "The Woodies," consist of 70 townhouse apartments, which include 42 two-bedroom and 28 three-bedroom units in twelve two-story structures developed in 1948.

Prattville Apartments (State 200-2)

The Prattville Apartments or "Brickies" as they are called are made up of 128 apartments. 77 are two-bedroom and 51 are three-bedroom apartments. The two, three-story structures located along Burma Road, Exeter Street and Guam Road were developed in 1951.

Innes Apartments (State 200-3)

The Innes apartment along Central Ave, Watts and Willow Streets consist of 42 two-bedroom, 48 three-bedroom and 6 four-bedroom units built in 1951.

Union Park Apartments (State 667-1)

Union Park has seven, two-story structures with a total of 56 one-bedroom apartments first occupied in 1969. These units are located at Sixth, Walnut, Orange and Spruce Streets.

Buckley Apartments (State 667-2)

Buckley Apartments located at 14 Bloomingdale Street has 210 one-bedroom apartments first occupied in 1972. The eight-story brick structure with three elevators serving its elderly and/or disabled residents. One apartment has been set aside for an on-site clinic and office.

Scrivano Apartments (Federal 16-1)

These four, three-story brick structured buildings, were first occupied in 1952. Scrivano has 9 one-bedroom, 52 two-bedroom and 45 three-bedroom apartments with a total of 106 units on Parkway Court and Webster Court.

Mace Apartments (Federal 16-2)

Mace contains 96 dwelling units built in 1953. It has 23 one-bedroom, 33 two-bedroom, 25 three-bedroom and 15 four-bedroom units on Clinton Court, Mill Court and Crescent Avenue.

Margolis Apartments (Federal 16-4)

Margolis is a 152- unit thirteen-story brick structure with two elevators serving its elderly and/or disabled residents. Margolis has 144 one-bedroom and 8 two-bedroom units.

GENERAL INFORMATION

Chelsea Housing Authority:

The Chelsea Housing Authority Board of Commissioners meet monthly. These meetings are open to the public and are posted at City Hall and on our website at www.chelseaha.com. All are welcome to attend.

Management Office:

The Management Office is in the Administrative Building at 54 Locke Street. Public office hours are from 8:30 AM to 4:00 PM, Mondays, Tuesdays, and Thursdays, from 8:30 AM to 7:30 PM on Wednesdays and 8:30 AM to 1 PM on Fridays. The main number is (617) 884-5617. The main fax line is (617) 884-6552.

MANAGEMENT

Lease:

The lease is a mutual agreement between the resident and the Chelsea Housing Authority. The lease states the amount of rent to be paid, conditions under which a dwelling unit is occupied, the utilities which are included in the rent and the conditions under which the lease may be terminated by either the resident or the Authority. The lease is signed with an effective date and does not terminate unless notification is provided. The resident may terminate the lease by giving the Authority (30) thirty days’ notice in writing. Notice in writing is to be given to the Authority 30 days prior to the resident moving out. Otherwise, you will be charged 30 days rent for that month. The lease clearly states that a 30-day notice is necessary if you wish to vacate the premises. Always return the keys to indicate you are relinquishing all responsibility for the property.

Guests- Overnight:

No guest may stay overnight for more than a total of twenty-one (21) nights in any twelve (12) month period without the Chelsea Housing Authority’s written approval of a temporary extension of the guest’s stay. Under no circumstances should you accept mail at your address for guests or other persons not listed on the lease.

Payment of Rent:

Prompt payment of rent is important and is payable on or before the first (1st) day of each month. The Authority provides each resident with a rent coupon book. The book has monthly stubs listing your resident number so that the rent is credited to the correct resident. It is the policy of the Authority to accept payment by check or

money order only for security purposes. The CHA offers the Electronic Funds Transfer program (EFT) for residents who wish to have their rent withdrawn electronically by the CHA on the 5th of every month, please see your Property Manager if you have any questions or would like to join.

Rent Calculation and Recertification:

The rent for an apartment is based on income and family composition. This includes assets and interest from bank accounts and all adult family members eighteen (18) years and older. Management will provide you with the proper notification and forms when it is time for your recertification. All rent and recertification information obtained by the Authority is kept confidential. The Authority reserves the right to verify all information submitted to Management. If your income changes during the year, you are required under the lease to notify the office immediately.

Family Composition:

Only those persons specified on the lease may reside in a dwelling unit. No additions to the household will be allowed without the knowledge and express permission in writing of the Authority. It is the policy of the Chelsea Housing Authority to send for a Criminal Investigation report and a Credit Report on any new addition to a lease, seventeen (17) years or older.

Changes in Family Composition:

It is required that residents report any changes in family composition to the Management Office immediately, to include but not be limited to; birth of child or departure of any household members.

Pet Policy:

Please refer to the attached Pet Policy for your development.

Tenant-on-Tenant Harassment:

CHA will not tolerate harassment by or of any applicant, tenant/resident, or visitor based on a person's actual or perceived membership in a protected class (or association with such person). Harassing conduct by a tenant will result in action up to and including eviction.

The conduct covered by this policy includes behavior, language, property damage, or writings based on actual or perceived race, color, religion, national origin, sex, age, ancestry, disability or sexual orientation which can create an intimidating, hostile, humiliating or offensive housing environment for residents or visitors.

Harassment based on religion, ethnicity or race includes the use of degrading, demeaning, insulting, abusive or threatening language which relates to a person's race, ethnicity or religion; graffiti, property damage, slogans or other visual displays which contain racial, ethnic or religious-based slurs or insults; demeaning remarks, jokes or gestures based on race, ethnic origin or religion; or racial, ethnic or religious stereotypes.

Such behavior directed at a resident or visitor because of their membership in a protected class or association with someone who is a member of a protected class, is unlawful under federal and Massachusetts anti-discrimination laws. These laws protect residents' use and quiet enjoyment of their apartments and the common areas and facilities at Chelsea Housing Authority properties.

Any tenant who believes that he or she is being harassed should promptly report the behavior to the Property Manager who will promptly investigate any report related to tenant-on-tenant harassment. The tenant has the right to request a transfer under CHA's transfer policy.

Any CHA staff member who witnesses or becomes aware of tenant on tenant harassment as described in this policy shall immediately report such harassment to the Property Manager or the Executive Director.

Complaints may also be filed with the Massachusetts Commission Against Discrimination, One Ashburton Place, Boston, MA 02108 (617) 994-6000 or the United States Department of Housing and Urban Development, Fair Housing Hub, Thomas P. O'Neill, Jr. Federal Building, 10 Causeway Street, Room 321 Boston, MA 02222 (617) 565-5308.

Flowers and Gardens:

Before anyone can plant a garden or flowers, a request must be submitted in writing giving the location of the proposed garden and what is to be planted. CHA approval is necessary before one can proceed with planting.

Intercoms:

There are intercoms installed on the wall near your entry door in your apartment. To use, press the intercom button and upon receiving a proper response, press the other button to allow entry. Do not allow entry to anyone who you do not know.

Mailboxes:

Mailboxes are located in the front hall of each building. The Authority provides keys.

Counter Tops:

The counter tops can be damaged. Never cut directly on the counter. Always use a cutting board. Never put hot pots or pans on the counter. The pan can melt, burn a hole in the counter or discolor it. Any such damage shall be charged to the resident.

Floors:

Avoid dents or marking of your floors by providing wood, plastic or glass cups for heavy furniture. Any damage to the floors from your lack of conformity with this requirement will be your responsibility. If you wish to add a rug over the floors, you must receive permission of the Authority and the rug cannot be tacked or glued down. (Do not install stick on tiles of any kind)

Walls:

The paint on the walls is washable. Use gentle soap and water when cleaning them. Apartments cannot be painted without the permission of the Authority. If permission for painting is granted, the same paint must be used.

Appliances:

The stoves and refrigerators are the property of the Chelsea Housing Authority. It is your responsibility to keep these appliances in a clean condition. Never use abrasive cleaners on the appliances. Use a gentle soap and water to clean. Should you have any questions or problems with the appliances, please call the office.

Washing Machines and Dryers in Elderly/Disabled Housing Developments:

Laundry rooms have been provided in each Elderly/Disabled Development. Washing machines and clothes dryers are not permitted in your apartment. These machines are to be used for resident's laundry only. Non-resident laundry is not permitted. Please do not overload machines or add too much detergent it could cause problems with the machines.

Laundry Cards:

The cost for a Laundry Card is five dollars (\$5.00). This fee is for the card, with no cash value. It is not to be considered a security deposit and is not refundable. The cost for a replacement Laundry Card is five dollars (\$5.00). This includes cards that are lost, stolen or damaged.

There will be no money refunded for Laundry Cards or the credit that remains on any Laundry Card that are lost, stolen or damaged. Each member of a resident's household may purchase up to thirty dollars (\$30.00) of credit on their Laundry Card a month. This will ensure up to ten (10) wash/dry cycles a month. Any money not used on the card is automatically added to the next month's credit. There will be at least one day a month, at the building, when residents will be able to purchase credit for their Laundry Cards. Cash will not be accepted when adding credit to your Laundry Card, Checks or money orders only.

Residents will only be allowed to use the Laundry Room during posted hours of operation. Residents who are found to be using the Laundry outside the posted hours of operation may have their Laundry Card revoked and will forfeit any credit that remains on the card. The Laundry Room facility is designated for the sole use of the resident or an authorized home health aide. Any resident who allows their laundry card to be used by nonresidents will have their Laundry Card revoked and will forfeit any credit that remains on the card.

Any resident whose check bounces is subject to having their laundry card revoked, forfeiting any credit that remains on the card, and will be charged fifteen (\$25) dollars. Any resident who damages, vandalizes or in any way disrupts the proper operation of the laundry room or any laundry equipment will have their laundry card revoked, will forfeit any credit that remains on the card and will be subject to criminal charges and eviction.

Washing Machine and Dryers in Family Housing Developments:

Connections for both Washers and Dryers are provided for the residents of the Fitzpatrick, Scrivano, Mace Apartments and Prattville and Innes.

Heat:

Most experts agree that the room temperature in the high 60's or low 70's is ideal for most people. The thermostat dial on your wall regulates the amount of heat you receive. The maintenance staff will assist you in setting the thermostat to provide enough heat to keep your apartment at a comfortable temperature. While residents may wish to occasionally air out an apartment during the winter months, windows and doors are not to remain open for any extended period. This includes hallways and common areas. Do not leave heat on when the air conditioners are running.

Hot Water:

The water temperature for hot water is not to exceed 120 degrees as per MA State Law. There are occasions when water does not run clear and has a rusty appearance. This is not due to anything the Authority can take measures to prevent. The water is not harmful and the discoloration usually occurs due to the City of Chelsea flushing hydrants. Any questions regarding this matter should be directed to the Water Department at the City Hall.

Air Conditioners:

Air conditioners are allowed in the apartments. However, the Authority does not provide them. If you wish to install an air conditioning unit, it is the resident's responsibility to install. The unit will be of a 110-volt AC capacity, not to exceed 8,000 BTU's. If a room only has one window, an air conditioner is not allowed in that room due to emergency egress requirements, unless the building is equipped with a sprinkler system and the room with only one window has a sprinkler system head. Once the unit has been installed, please make sure it is mounted properly. Repairs and installation are the financial responsibility of the resident. Air conditioners

cannot be installed before June 15th and are to be removed no later than October 1st. If you require an air conditioner year-round then you must apply through a reasonable accommodation and receive CHA approval.

Maintenance of Common Areas:

In elderly/disabled housing, the Authority maintains the common areas. The grass mowing and trimming of hedges and bushes are included in the maintenance. The staff of the Chelsea Housing Authority maintains the grass and common areas in a clean, neat and sanitary manner. However, cooperation must come from the residents in order to maintain this high degree of excellence. Please ensure that no rubbish, papers or other debris is deposited in the common areas. The CHA is responsible for all grass mowing and trimming of the hedges and bushes at all family developments. The Authority expects that the families will keep lawns, yards and common areas free of trash and debris.

Additions to Yards and Common Areas:

No fences, outdoor pools or decks may be installed in yards or common areas at any time of your residency. A request to add anything to common areas must be reviewed by the Board of Commissioners of the Chelsea Housing Authority and approved by the Board. Unless an approval is received in writing, do not make any additions of any type.

Plumbing Fixtures:

Clogged fixtures, running toilets and leaking faucets should be reported to the Management Office promptly (617-884-5775). Never attempt to remedy such situations yourself. If plumbing stoppages occur as a result of your carelessness, the cost of repairs will be charged to you. Please make certain excess water is never allowed on the floor because it may seep into the apartment below and cause considerable damage to the property of the downstairs neighbor. Also, water can undermine wood floors. Use a brush rather than a cloth in cleaning the toilets. Cloths can slip and become lodged in the plumbing. Never dispose of paper towels in a toilet. Paper towels are not degradable, and will build up in the pipes and eventually clog the toilet. This will cause a messy backup in your apartment. Never dispose of grease, rice or food of any kind down any drains in your unit. You will be charged for repairs if these items are found in the drains.

Central Antenna System at the Buckley and Margolis Apartments:

Both the Buckley and Margolis Apartments have a central roof antenna connected to each apartment. Residents can connect a television to this roof antenna through a jack located in each apartment. This will allow reception of local broadcast television channels (2, 4, 5, 7, 10, 11, 12, 25, 27, 38, 44, & 56) at no cost to the resident. In addition, connection to the central antenna system will allow residents to view the front lobby doorbell area on their television.

At the Buckley and Margolis Apartments each apartment has 2 jacks, one for cable television and one for the roof antenna system. If residents choose to have cable television, it is highly recommended that they still connect to the roof antenna system in order to monitor the lobby doorbell area. This is important for security purposes. It allows residents to see the person ringing their doorbell. There are 2 ways to maintain this security function if cable television is installed. Either a small second television is purchased just to monitor the front door or the television is connected to both the cable and central antenna system jacks using an "A-B switch". The "A-B switch" will cost around ten dollars. Residents should mention this need to the Cable Company when they arrange to install cable television.

Electrical:

The electrical system in your apartment is protected from overloads by means of circuit breakers. If your lights go out and other residents are having no trouble, please contact the office. When replacement lights are needed in any of your lighting fixtures, please call the office if assistance is needed to replace a bulb. (Elderly)

Sewage System:

Proper care to the sewage system is necessary. Do not throw tissues, paper towels, or personal hygiene articles down the toilet. Do not let grease, coffee grinds or garbage into the sinks or toilets. If your sink or toilet is blocked, call the office for maintenance. Do not try to fix it yourself.

Trash Removal:

Dumpsters have been provided throughout your development for your trash disposal needs. Trash should be disposed of during the hours of 6:00 a.m. to 9:00 p.m. When disposing of your bagged trash from your apartment, the rear areas of the dumpster container should be filled first; many times, the front area of the Dumpster is filled and overflowing but the rear area of the Dumpster is empty. Remember, it is your responsibility to properly dispose of your trash in the Dumpsters provided. All your family members need to be instructed in the proper method of disposal, and that your household trash needs to be put into the Dumpster container and not just thrown onto the ground.

In both the Buckley and Margolis Apartments, trash chute rooms have been provided for the disposal of your household trash. Trash bags should be no larger than the size of a brown or plastic shopping bag. The trash chute is of a limited size, and will be blocked up if larger items are forced through the chute doors. Under no circumstances are broom handles or other items to be put down the chute, these items may be left in the chute room for disposal by Maintenance or brought downstairs and left by the Dumpster room door.

At the Fitzpatrick apartments, **the City of Chelsea provides one trash barrel and one recycle barrel to each apartment** for the disposal of your household trash. These are to be put out by the resident for the weekly trash pick-up by the city.

It is illegal to dispose of White Goods and CRT's in the dumpster. This includes computer monitors, TV's, refrigerators, stoves, air conditioners, washers and dryers. In order to dispose of these items, you need to purchase a \$20.00 sticker at City Hall. Once this sticker has been purchased, you can follow directions on the sticker to have these items collected by the City of Chelsea. It is your responsibility and obligation as a good citizen, to adhere to the requirements of the City of Chelsea when disposing of your white goods and CRT items.

Window Washing:

Residents are responsible for the washing of windows inside their apartments.

Cable:

All apartments have been wired for cable television. If you wish this service, call the local cable company. Senior discounts may be available. Direct TV dishes are not allowed.

Decorating:

Management must be consulted prior to a resident repainting or improving an apartment in any way. Wallpaper of any kind cannot be used. Any work that will affect the structure of the building or cause future problems may not be done. Requests for improvements must be made in writing to the Management Office. If an improvement or change is made without written permission, the cost of restoring the unit to the original condition will be charged to the resident. (Eviction for altering an apartment without permission is likely.) Overhead fans may only be installed under the supervision of maintenance.

Due to the composition of the walls, any sticky material that is applied will cause damage. Please do not use the sticky backed picture hangers or any kind of tape on the walls. Please use standard, thin nail type picture hangers available in any hardware store. No decals, scotch tape or transfer pictures may be placed on kitchen cabinets, stoves, refrigerators, walls, doors, closet doors, bathtubs, or any other part of a dwelling unit.

Storage:

No resident storage has been provided for in the elderly/disabled complex. If you have trunks, furniture or appliances that are not usable in your apartment, please do not bring them with you when moving. We suggest you give them to friends, relatives or donate the items.

Repairs and Alterations:

Do not attempt to make repairs or alterations yourself. The Authority has trained maintenance staff to do this work that is instructed to respond only to those work orders that have been called in to the Management Office.

Inspections:

The Chelsea Housing Authority is actively involved in an annual Preventative Maintenance Program. A major component of the program is the regular inspection of apartments for unnoticed or unreported maintenance problems. An inspection TEAM will inspect each unit annually. Please remember, if you need repairs, do not wait for the annual inspection. Call the Maintenance Line immediately at (617) 884-5775.

During the preventive maintenance inspection, if the Management notices serious housekeeping problems that could lead to future maintenance issues or fire hazards, the discrepancies will be noted and brought to your attention. A re-inspection will be scheduled. Also, if resident-caused damages are noted, arrangements will be made for the resident to be charged for the repair.

Community Room Usage-Elderly:

The Chelsea Housing Authority has a Community Room Policy - (Included in this packet—**Policy for the Use of Outdoor Common Areas and Facilities Owned by the Chelsea Housing Authority**) Use of the hall must be requested in writing and approved by the Executive Director or his designee, and the Resident Council. No outside groups may use the Community Room unless sponsored by the Chelsea Housing Authority. No alcoholic beverages are allowed. The number expected may not exceed the amount allowed on the schedule posted in each community room. The hall must be left in the condition in which it was found. No smoking is allowed in community rooms or any common areas, such as hallways, offices, or bathrooms.

Insurance for Apartments:

The Chelsea Housing Authority cannot insure your personal belongings. Therefore, if a resident is interested in apartment insurance for furniture and other belongings, an insurance company should be contacted.

Be a Good Neighbor:

A good neighbor is one who is considerate of others and has a community spirit. A good neighbor does not hold noisy gatherings in an apartment, or permit a disturbance or activity that would cause annoyance or discomfort to others. Be a good neighbor. Be friendly and helpful while respecting your neighbor's right to privacy.

Obligation upon Moving:

The lease, which is signed as a result of occupancy, determines the circumstance under which the resident or the Authority may terminate the lease. The resident must give 30 day's written notice. The Authority must follow the process specified in the lease under "**Termination of Lease**". If a resident vacates the dwelling, the Authority expects it to be in as clean a condition, as it was prior to move in. Please see that closets, shelves, stove, refrigerator, plumbing fixtures and doors are cleared of residue, food and dirt that may be present.

Management will inspect the apartment prior to the resident vacating, or immediately afterward. If repairs are required, beyond normal wear and tear, management will note the repairs on the vacate inspection form and will inform the resident that any charges for said repairs will be calculated and a bill will be supplied to the resident as soon as possible. Naturally, there are no charges for normal wear and tear.

MAINTENANCE

Emergency Repairs:

If you should have a repair of a serious nature after working hours, please call (617) 884-5775 and a maintenance staff person on call will be notified. Always remember to give your name and address and state the nature of the emergency, and be sure to ask for the work order number assigned to the case for future reference. Emergencies are defined as a condition, which if not repaired immediately, may become a safety hazard that will endanger the residents, or a condition that will cause harm to the property. (Example: broken pipe, unusable toilet facilities, lack of heat, or water.)

In the event of an emergency, entrance will be permitted in your absence. A notice stating the reason for entry will be supplied to you.

Please Note:

- a. If electricity goes off, please notify NSTAR. (Unless yours in the only house or building without electricity)
- b. If illegal activity or the appearance of illegal activity is observed, please notify the Chelsea Police Department at once. (911)

Maintenance Requests:

Service requests are to be made to the Management Office, (617) 884-5775. Remember to supply all information, address and apartment number, and a brief description of the needed repair. Because the service requests are sometimes numerous, please be patient with the maintenance staff. The most serious matters will be taken care of first. It is recommended to write down or remember the number assigned to your work order for future reference.

Snow Removal:

Snow removal is a major task to accomplish. The Authority has a policy for the removal of snow that best serves the residents. However, cooperation from the residents makes the task much easier for all concerned. All major thoroughways are cleared first in order to allow access to emergency equipment. After this has been accomplished, pathways are shoveled and sanded for safety purposes.

Cars will be plowed out last, provided that the resident is present at the time, and moves the vehicle so that the maintenance staff can gain access to the area. The Maintenance Staff will not go door to door requesting that the vehicles be moved, due to time constraints.

If, however the Maintenance Staff does request that your vehicle be moved, it must be moved immediately or could be towed at the owner's expense.

Lockouts:

If you should become accidentally locked out after hours, you may contact the maintenance department if there is no other way for you to get another key. Giving a spare key to a trusted relative or friend is a safeguard against this inconvenience and will prevent you from having to wait for maintenance to arrive and the costs that are outlined in the policy governing lockouts.

POLICY GOVERNING LOCKOUTS

1. Basic Statement

- The CHA will respond to all lockout requests twenty-four hours a day, three hundred sixty-five days a year.

2. Procedure to Request Lockout Services

- All requests for lockout services must be made directly to the Authority's maintenance number at 884-5775. Requests made directly to maintenance, housing management or public safety staff person will not be responded to.

3. Service charges

- The schedule of charge periods and are as follows:

Monday through Sunday (7:30 A.M. to 4:00 P.M.)

Monday through Sunday (4:00 P.M. to 7:30 A.M.)

The charges are updated every year, please view our web-site at **chelseaha.com**

4. Billing & Payment

- The household will receive a bill for all lockout Services from the CHA and will be required to pay the bill within thirty days of its receipt unless other arrangements are made with the Property Manager, with concurrence of the Executive Director or Deputy Director, due to extreme financial hardship.

5. Penalty for Failure to Pay

-A household's failure to pay a duly assessed lockout charge will be considered as violation of the terms of the lease and subject to possible eviction.

6. Refusal to Provide Lockout Services

-The CHA staff person responding to the lockout reserves the right to refuse services to a household until they receive authorization from the Director of Maintenance, or the Executive Director if they have a concern as to whether or not the person seeking lockout services is a member of the household. Positive Identification will be required before the service is provided.

RESIDENT OFFCIERS

Our Resident Officer program offers several programs to ensure all our residents feel safe. One of our model programs is the **Resident Police Officer Program**. This program was designed to cost effectively enhance the security at our developments. It has allowed us to develop several, very strong, development based, neighborhood crime watches. The officers living in the developments have created a connection and trust with their neighbors. With this trust has come information that generally would not be shared with the local police or Property Managers. This information has allowed us to better direct our limited enforcement resources toward criminal activity as well as lease violations that are occurring in the developments. This nationally recognized program has helped to improve the safety of our developments and has helped to decrease crime and the resident's fear of crime.

Doors to Common Areas:

All security doors shall always be kept closed for safety purposes. If a lock is found to be faulty, please notify management immediately so that the necessary repairs can be accomplished. Never prop doors open that allow

entry from the exterior. Security doors have been installed to ensure your safety. If doors are propped open, security doors are of little use.

Fire Doors:

All fire doors must always be kept free of all obstructions and be able to close automatically in case of a fire or fire alarm. Doors that are designed for emergency exit only should be locked and alarmed. They must also be clear of all obstructions. If an emergency exit door or alarm is found to be faulty, please notify management immediately so that the necessary repair can be accomplished.

Hallways and Stairways:

Stairwells are not to be used as storage areas. Also, nothing should be in the halls that would prevent a resident from quickly exiting the building in the event of fire or other emergency. The stairways are for emergency use for residents and are designated as a fire exit. Loitering in the hallways is never permitted. The Authority requests that residents participate in keeping the hallways clean and free of obstructions. Please do not place rugs or other articles in the hallways. Rugs can impede a person's ability to walk without falling.

All hallway lights are on during nighttime hours for the safety of the residents. Please report all burned out light bulbs or other hallway maintenance problems to the office in a timely basis.

Video Security Systems:

For the safety of our residents and guests the Chelsea Housing Authority (CHA) has installed several comprehensive video surveillance systems throughout many of our developments. This system monitors every hall, stairway and outside common area of the developments. The system includes high tech, vandal resistant cameras that are connected to digital video recorders. These records save the video images on computer disk for instant play back. The system allows the Chelsea Police, CHA Property Managers and other authorized CHA Staff to instantly check in on any area of the developments from remote locations. This system has greatly increased the safety of the developments for our residents, visitors and staff.

Fire Alarm Systems:

There are smoke detectors in each apartment and in the hallways as well. It is against the law for anyone to tamper with, or remove the smoke detectors or any other fire prevention apparatus. Disconnecting fire protection devices is a criminal offense under Massachusetts General Law Chapter 148, Section 27A. The Authority will act against anyone who removes, or otherwise impedes the proper operation of the device. Tenants should notify management immediately if there is a problem or malfunctioning device. Management must respond promptly to correct the problem and ensure the system is always operational. The Authority is aware that most detectors are very sensitive. If a smoke alarm goes off due to cooking or any other reason that is other than an actual fire, gently fan the detector with a piece of paper or a book and wait for the smoke or steam to dissipate. Fire extinguishers are to be utilized for emergency purposes only.

Oxygen: Do not smoke when oxygen is in use. The results can be very devastating both to the person on oxygen and those in the apartment building. Fire feeds on oxygen and if there is a concentrated amount, it will cause an explosion.

Elevators:

Please note that the elevator is NEVER to be used in the event of fire. An elevator shaft acts as a vacuum and will suck the smoke into it. Also, if there is a fire, the electricity usually does not work thus rendering the elevator useless. Doors will not open and the elevator will not move and the user

will be trapped. There are Warnings on the Elevator. Please observe them. There is a phone in the elevator for emergency use only. Simply press the button as indicated on the instructions, and the phone will contact Chelsea's Emergency Communications Center (911). When the emergency dispatcher comes on the speaker, tell them what the problem is in a clear loud voice. If you are unable to speak the address of the building will appear on the screen at the Emergency Communications Center and emergency responders will come to find out what the problem is.

Fire Protection:

The Authority has provided for your safety, buildings made from the most fire-resistant materials. In several of our developments we have installed fire suppression systems and provide state of the art fire detection systems at all locations. Despite this, it is expected that all residents will use the utmost care to prevent fires.

Privacy:

In order to keep the buildings safe from intruders as well as affording privacy, canvassers, salesmen and solicitors are not allowed. Violators should be reported to the police.

POLICY FOR THE USE OF OUTDOOR COMMON AREAS AND FACILITIES OWNED BY THE CHELSEA HOUSING AUTHORITY

Residents of the Chelsea Housing Authority who wish to use any outdoor common area for parties or other approved functions must comply with the following policy.

1. NOTIFICATION

Notification is only required when there will be more than five people in attendance at any given time.

The head of household must notify their Property Manager at least 48 hours prior to the event.

The head of household must indicate the type of event they wish to have.

The head of house must also provide the manager with an accurate number of people that will be attending the event. All requests must be in writing and approved by the Executive Director or his designee and the Resident Council.

2. FEES

There shall be no assessment of fees for the use of any outdoor space owned by the CHA.

The resident will not charge any fee for admission or sell any food, beverage or other products at any event held on CHA property.

3. RESTRICTIONS ON TIMES AND LOCATIONS

To allow residents to enjoy their homes while at the same time respecting the rights of others in the development and neighborhood, the following restrictions must be followed relating to time and locations for events.

Only areas designated by the Property Manager will be allowed to be used.

Any event that diverts from the area designated by the Property Manager will be shut down immediately.

Outdoor events may only be scheduled during the following times:

Sunday - Thursday 11:00 am to 7:00 pm
Friday & Saturday 11:00 am to 10:00 pm

4. RESTRICTIONS

Residents must not restrict access to any common area or outdoor space to other residents of the development.

Residents must not block, bar, cover or hinder in any way access to any doorways, windows, stairways, halls, paths, fire alarms, pull stations, alarm panels or hydrants.

The resident will restrict their guests from parking in resident parking areas.
VIOLATORS WILL BE TOWED

The resident will not allow their guests to park in such a way as to interfere with other neighbors in the area.

5. LAWFUL USE OF OUTDOOR AREAS

The Chelsea Housing Authority shall not allow residents using any common areas or outdoor spaces to violate any federal or state laws or any city ordinance set forth by the City of Chelsea. This includes, but is not limited to the following.

The public consumption of alcohol or any other intoxicating liqueur.

The use, sale or distribution of any narcotics.

Loud voices, music or sounds that disturb or disrupt other persons in the area.

6. INSTALLATION AND USE OF SWIMMING POOLS (Revised June 23, 2004

As required by HUD, DHCD and our insurance company, the CHA Board of Commissioners has changed the policy on the use of pools. The policy, revised on June 23, 2004, bans all swimming pools on CHA property. This includes swimming pools, children's wading pools, inflatable pools or any other improvised container made for the use of holding water for swimming or wading.

Any pools found on CHA property will be removed by the CHA as a safety hazard and disposed of at the resident's expense.

7. PLAY STRUCTURES AND OTHER RECREATIONAL PLAY EQUIPMENT

As required by HUD, DHCD and our insurance company, the CHA Board of Commissioners has changed the policy on the installation of outdoor recreation equipment. The policy, revised on June 23, 2004, bans the installation or use of any trampoline, swing set or other type of playground equipment or structure, other than the equipment provided by the CHA in the playground areas. This includes, but is not limited to the Fitzpatrick Apartments where each unit has its own yard. **All lawns must be kept free of obstructions to grass cutting machinery.**

Any trampoline, swing set or other type of playground equipment or structure found on CHA property will be removed by the CHA as a safety hazard and disposed of at the resident's expense.

8. DISCRIMINATION

No person shall be discriminated against on the basis of race, religion, color, national or ethnic origin, ancestry, age, sex, handicap, sexual orientation, marital status, military status, or receipt of public assistance.

9. EFFECTIVE DATE

The Policy of the Chelsea Housing Authority governing the Request for and use of outdoor facilities owned by the Chelsea Housing Authority shall become effective September 23, 1998.

10. SEVERABILITY

If any provision of this policy or the application thereof is held to be invalid, such invalidity shall not affect other provisions or the application of any other part of this policy not specifically held invalid, and to this end of the provisions of this policy and various applications thereof are declared to be severable.

PLAYGROUND RULES

Please take the time to go over these rules with your children.
Children must be accompanied by an adult while using the playground equipment.

1. Hours of Operation:
The Chelsea Housing Authority will determine when the playgrounds will open and close based on a variety of factors including weather, equipment failure and damage to playground components.
Trespassers after close will be prosecuted. This playground is protected by 24-hour camera videotaping.
2. Play equipment is provided for children ages 2 to 12. Do not use the play equipment unless it is designed for the appropriate age group. Children are to be accompanied by an adult; adult supervision is always required .
3. Play at your own risk.
4. The use of alcohol is prohibited.
5. Vandalism or graffiti offenses will be prosecuted.
6. No pets are allowed on the premises.
7. No bicycles, roller blades, skateboards or scooters are allowed on the premises.
Walk bicycles and scooters to the bike rack.
8. Respect for people and property are always required . No running. No rough play. No profanity. No excessive noise or loud music. Please be considerate of the neighbors. Please be aware of children's safety always.
9. Please keep this play lot clean by picking up litter and depositing it in trash receptacles. Paper and plastic products only. No glass bottles allowed.
10. No smoking allowed on **CHA property, which** includes the playground. Extinguish cigarettes in proper receptacles at the entrance to the park.
11. Do not spit out chewing gum on the soft surfaces, dispose of gum in receptacles.
12. Do not hang from water arches.
12. Report any maintenance problems to the Chelsea Housing Maintenance Department at (617)-884-5775.

EMERGENCY NUMBERS

POLICE	Emergency - 911 Business - 617- 660-1500
FIRE	Emergency - 911 Business - 617-884-1410
AMBULANCE	Emergency - 911 Business - 617- 884-1410
MASS POISON CONTROL CENTER	1- (800) 682-9211
CHA MAINTENANCE	617-884-5775

WHEN REPORTING AN EMERGENCY, YOU SHOULD GIVE THE OPERATOR THE FOLLOWING INFORMATION:

1. NATURE OF EMERGENCY
2. YOUR LOCATION
3. STREET ADDRESS
4. EXACT LOCATION
5. TELEPHONE NUMBER YOU ARE CALLING FROM