



## HOUSE RULES

**LIFE STYLE:** There are many types of living facilities and the Manor can best be described as an apartment complex for persons 55 years and older. A resident needs to be able to take care of his or her activities of daily living. This may include having assistance from family members or paid homemakers or health providers. A resident may wish to access resource people to help with apartment care and daily chores. Residents needing services are encouraged to contact the Service Coordinator at the Management Office for help in finding the needed services. Please note: The Manor staff people are not available for hire by residents.

**ABSENCE FROM MANOR:** The Manor must be the resident's primary place of residence. A resident may not be absent from the apartment for more than 180 consecutive days during any calendar year. Where mandated by HUD, more stringent rules will apply. Violation of this rule will be considered a substantial violation of the resident's lease. A Manor resident is free to come and go as she or he wishes. The resident should sign out in the registration book at the office and tell them to cancel meal(s). Absences for one night or longer must be recorded at the office. Information may be added telling where the resident may be reached if needed. When one leaves the facility or cannot come to the dining room for a meal, notify the kitchen by registering in the log by 10:30 A.M. If you are physically unable to come to the desk, please call and have the staff register your needs in the logbook. If a resident does not come to the dining room at mealtime and has not signed out, the staff will check the status of the resident at their room.

### CARE OF THE APARTMENTS:

**1. CLEANLINESS OF APARTMENTS:** It is each resident's obligation to maintain his/her apartment in a neat and clean condition. Personal belongings need to be kept to a minimum. Overcrowding, clutter, and hoarding are health, safety and fire hazards and will not be permitted. Apartment inspections will be conducted at least once a year by management. Violation of this rule will be considered a substantial violation of the resident's lease.

**2. DECORATING:** Residents may not paint, wallpaper, or otherwise modify the appearance of the walls, ceilings, flooring, doors or cabinets in their apartments, or install wall-mounted shelving or other attached improvements without management's prior approval. Seasonal decoration and name of resident may be placed on hallway doors.

**3. DOORS:** Apartment doors opening into a common hallway should remain closed if apartment is not occupied. These doors have been constructed as fire doors and meet the

requirements of the fire codes. This rule is for your safety since in the case of a fire in one apartment, the smoke and flames can be contained in the unit without entering the hallway or other apartments. (See Emergency Evacuation Plan beginning on Page 3).

4. **COOK STOVES:** Absolutely nothing flammable is allowed on cook stoves at any time.
5. **EXTERIOR BUILDING DOORS:** Exterior building doors are not to be propped open before 7 a.m. or after 8 p.m. This is considered a fire code and would be a security violation.
6. **BALCONIES AND OTHER EXTERIOR SPACES:** Clothes or other items are not to be hung from the balconies. Balconies, hallways and other common areas are not to be used for storage space. No articles of description are to be hung from the windows or doors. Nothing may be thrown from any window, or swept or thrown out of the doors of any apartment. Barbeques and freezers are not permitted on balconies.

Please utilize the following helpful hints to insure that damage and wear and tear to your apartment is minimized:

**CARPETS** – It is the responsibility of each resident to keep his/her carpet clean.

**FLOOR TILE** - Black heel marks can be removed with scouring powder, or liquid cleaners and cloth.

**KITCHEN SINKS** - Use only plastic scouring pads on sinks - no steel wool.

**SHELVES AND DRAWERS** - If you wish to line shelves or drawers use shelf paper; rather than contact paper, as contact paper is very difficult to remove.

**SHOWER** - Use liquid cleaners only as powder cleaners discolor them.

**DRESS:** You may wear clothing of choice; however; everyone is expected to wear clothes that are safe, clean, and reasonable. Appropriate attire is required in the dining area. Nightclothes and bathrobes are not considered appropriate. Shoes must be worn at all times outside of apartments.

**DOMESTIC VIOLENCE:** The Violence Against Women Act of 2005 protects residents who are victims of domestic violence, dating violence, or stalking from being evicted or terminated from housing assistance based on acts of such violence against them. Violation of this rule will be considered a substantial violation of the resident's lease.

**FIREARMS / WEAPONS:** The Manor recognizes that safety of our residents is one of our most important responsibilities. It is the policy of the Manor to allow residents to possess legal firearms with the following restrictions:

1. You must inform management if you possess a firearm.
2. All firearms must remain unloaded in the building and grounds.
3. All firearms must either have a trigger locks and be in place on the firearm at all times or be taken apart so they will not operate.

4. All firearms must be transported to and from the building in a case.
5. Ammunition must be stored and transported in a locked container.
6. When asked to do so by management, the resident must remove the firearms immediately.
7. Knives and other weapons must be in locked storage.

Violation of this rule will be considered a substantial violation of the resident's lease.

**ALCOHOLIC BEVERAGES:** Alcoholic beverages may not be consumed or be visible in any common areas. No one who is obviously intoxicated is allowed in the common areas of the Manor. Any guest of a resident who appears intoxicated will be asked to leave the Manor premises. Each resident is responsible for the actions of his or her guests. Violation of this rule will be considered a substantial violation of the resident's lease.

**AUTOMOBILES/PARKING LOTS:** Residents with vehicles may park in their assigned space or on the street. All vehicles parked on the Manor premises must be in operating condition and have current license plates. If a vehicle has remained parked in the same parking space and not operated from the Manor premises for over six (6) months (even if the registration / plates are current), Management reserves the right to move the vehicle to the street parking. Vehicle storage is not allowed in the Manor parking lots. Carport spaces can be reserved at the office on a first come basis.

#### **EMERGENCY FIRE EVACUATION PLAN:**

1. Locate the fire pull station nearest your apartment in case you ever need it. If your clothing is on fire - **STOP, DROP AND ROLL.** Smother the flames!
2. If the fire alarm sounds near your apartment and there is no fire in your apartment do the following:
  - a) Feel the door before you open it by putting your hand on the doorknob or along the top of the door. If it is hot, leave the door closed and remain in the apartment. Wet a large bath towel and place it along the bottom of the door. If you are on the ground floor, go out the window. If you are on an upper floor, signal for the fire department by hanging a large sheet or towel out the window or balcony.
  - b) When you open your door, open it a crack and hold it to control it. If smoke rushes in, close the door immediately and act the same as if the door was hot.
3. Exit to the outside stairwell and to the street or parking lot level. (See instructions below if you have problems with the stairs). Blankets are available in a plastic can near the stairwell door for those that may need them.
4. If there is a fire in your apartment, **GET OUT AND CLOSE THE DOOR BEHIND YOU AND DON'T LOCK YOUR DOOR. DO NOT TRY TO GATHER UP MEMENTOS. YOUR LIFE IS MORE IMPORTANT.**
5. If you are caught in smoke, get on your hands and knees and crawl. Go to the nearest stairway exit and go down the stairs to leave the building. If you are unable to walk down the stairs, stay in the stairway; the air will be better there and the firefighters will find you there and assist you to the outside. You might sit down and go down the stairs one step at a time until help arrives. Stay on the left side of the stairway. Those

walking down will be on the right. DO NOT TAKE CHANCES. Help will be with you in a very short time.

6. Each apartment is equipped with a smoke detector. There are also fire alarm boxes, horns and lights in the hallways placed by each stairwell door. **NO RESIDENTS OR GUESTS SHALL TAMPER WITH THESE SAFETY DEVICES!!**

**EMERGENCY EXITS:** Each floor has at least two emergency exits. These are the stairwell doors and are marked with exit signs. Go the opposite direction, away from any smoke or fire. Stairwell doors are not to be propped open under any circumstances by residents as they act as fire doors. The emergency telephone number is 911.

**GARBAGE:** Garbage may be placed in garbage bins on each floor. It is recommended that all garbage be placed in a plastic bag before putting it in the dumpster in the west parking lot. Tie the bag securely. Never throw unwrapped garbage in the dumpsters. Cardboard should be placed in the blue recycle bin near the parking lot. Newspapers should be put on the shelf by the office or in recycle bins on each floor.

**HAZARDOUS MATERIALS:** Residents may not use or keep flammable materials in their apartments or anywhere on the Manor premises. The use of any method of heating or air conditioning, other than those supplied by the Manor, is prohibited. Violation of this rule will be considered a substantial violation of the resident's lease.

**GUESTS:** Residents are responsible for the conduct of their guests and should therefore inform their guests about the Manor's rules. Guests must obey the rules contained in these House Rules and respect the rights of the other residents of the Manor. Children are welcome, but to insure comfort, safety and privacy of other residents, they must not be allowed to play in the hallways, the laundry room, lounges or elevators. Use of equipment in community rooms must be supervised by a resident. Guests may not stay in a resident's apartment if the resident is not on the premises. (The only exception to this rule is when a resident is in the hospital or nursing home and permission is obtained from management for the guest to stay in the apartment).

Overnight guests are permitted; however, a guest under 18 years of age is permitted to stay overnight only if he/she is related to the resident by blood, marriage or adoption. In all other cases, an overnight guest under 18 years of age must be accompanied by a parent or guardian. The management office should be notified if there are overnight guests.

If a guest plans to stay more than two weeks, he/she must have written permission from the management office to extend his/her visit. A two-week extension may be granted at the discretion of the management office.

All facilities are to be used wholly at the risk of the guest using them. Management in all cases retains the right to control and prevent access into the Manor premises. With the exception of occasional guests, as described above, **ONLY THOSE PERSONS LISTED ON THE RESIDENT'S LEASE, AND NO OTHER PERSONS** will be allowed to permanently or temporarily occupy an apartment. Violation of this rule will be considered a substantial violation of the resident's lease.

**USE OF LOBBIES:** The floor lobbies are available for your enjoyment; however, if you plan to use it for a group larger than your apartment can accommodate, please notify the staff to make any necessary arrangements. Use your best discretion in keeping noise down in lobbies and halls. Personal items are not to be stored in common areas and are considered abandoned and property of the Manor if left unattended for more than thirty (30) days. The Manor is not responsible for items left in common areas.

**HAND CARTS:** Residents are welcome to use the hand carts purchased by the Manor. Please return them to their original spot after you use them. Never leave them unattended in the elevator or hallway.

**HARASSMENT POLICY AND GUIDELINES FOR TENANTS:** It is the policy of the Manor that harassment, discrimination or intimidation of a tenant, staff person, care giver or guest because of that person's race, color, national origin, religion, sex, disability and/or familial status will not be tolerated and could be grounds for termination of tenancy. Harassment and intimidation include abusive, foul or threatening language or behavior. Any such threat should be reported to the management.

**PROCEDURES TO REPORT HARASSMENT:** If you experience or witness what may be discriminatory harassment or intimidation, you are strongly encouraged to address or report the incident according to the following procedures:

1. In cases of emergency, such as immediate threat of bodily harm, call 911.
2. If you are the victim of a hate crime such as vandalized property or a threat of harm to yourself or your property, contact our local police department (754-2212).
3. If you feel safe doing so, ask the person doing the harassing to stop the behavior and report the problem to the Manor's Manager. Staff will take your complaint seriously and get back to you after looking into the matter. Management may request you to follow up your complaint in writing.
4. If you believe staff is failing to take appropriate action regarding your complaints of discriminatory harassment or intimidation contact the Manor's Board of Directors, then Cheyenne Housing Authority at toll free - 1-866-628-7222.

**HEATING CONTROLS:** Heating controls are located in each apartment to adjust temperatures. Utilities are the fastest rising cost in apartments. To better control rising rents, the Manor asks you to follow these guidelines:

- Turn down your heat when you will be gone for an extended time.
- Keep windows and doors closed when heat is on.
- Turn off lights when out of the room.

**KEYS & LOCKS:** Each resident will be issued a four digit key code to their apartment, one key to their mailbox and a card key to the front and rear doors. Residents may not install additional or different locks or bolts.

**LAUNDRY FACILITIES:** Residents are asked to cooperate in the careful use of the laundry equipment. These facilities are used at your own risk. Laundry room hours are 7:00 a.m. ~ 7:00\_

p.m. The washers and dryers are coin-operated and change may be attained from the Manor Office. A few guidelines for the machine's use are as follows:

1. Do not overload machines
2. Remove articles from machines promptly
3. Do not use tints or dyes in machines
4. Report malfunctions with machines to the Manor Office
5. Residents are responsible for items left in the laundry room

**ELECTRIC MOTORIZED SCOOTERS, ELECTRIC WHEELCHAIRS, AND**

**BICYCLES:** All motorized scooters, wheelchairs, and bicycles (where allowed) must be stored in each resident's own apartment. The large elevator is to be used when transporting bicycles or motorized scooters. Always watch out for the safety of others. Bicycles must be walked out of the building. Please travel in low gear on your motorized scooters while inside the building. Take extra care to make sure no one is in your path before proceeding on your scooters or backing up. Each resident is responsible for any injury to damage liability caused by the negligent operation of any motorized scooter, electric wheelchair, or bicycle used by the resident on the Manor premises.

**NOISE:** Laughter, conversation, televisions, stereos and radios are all parts of vital life; however, residents are asked to be considerate of their neighbors in regard to volume especially after 10:00 p.m. Good judgment and thoughtfulness for others must be used in playing musical instruments, cassettes or CDs, radios, TV sets, and other activities from 10:00 p.m. to 6:00 a.m. Violation of this rule will be considered a substantial violation of the resident's lease.

**PETS:** Residents may own and maintain only those common household pets in conformance with the type and size requirements specified in the pet regulations and rules and pet agreement (the "Pet Agreement"), a copy of which is signed and received by each resident. No pets may be maintained on the premises by any resident until the required deposit has been paid by the resident. Each resident must comply with all terms and conditions set forth in the Pet Agreement now in effect or as hereafter modified and delivered in writing to the resident. Note: This does not apply to service/support animals that are used to assist persons with handicap and who reside at the Manor or who visit the Manor. Violation of this rule will be considered a substantial violation of the resident's lease.

**BUSINESS ESTABLISHMENTS ON THE MANOR PREMISES:** Residents are not to display any signs advertising any business anywhere on the Manor premises. A resident may not conduct any home business from his/her apartment.

**NO SMOKING:** It is against policy to smoke in the Manor building, including resident units, balcony areas, and common areas. Smoking is permitted 40' feet from building.

**TRANSFER OF APARTMENTS BY RESIDENT:** It is the intention of management to provide decent and sanitary housing to all eligible and qualified applicants and residents. While management understands that there may be instances and circumstances which make an apartment transfer desirable, the cost of lost rental income and unit rehabilitation limits the acceptable reasons for granting such requests. Residents requesting an apartment transfer must provide the Manor Manager with the request. If the request is acceptable, the resident will be

offered the next appropriate apartment that becomes available. In the event of such a move, the cost of moving and labor are the responsibility of the resident. For a resident-initiated transfer, the resident may be required to pay an apartment rehabilitation charge resulting from such move. Resident transfers within the Manor will be given preference over applicants on the waiting list provided they have notified management at least two weeks prior to management's renting the apartment to a party on the waiting list.

**WINDOW COVERINGS:** Mini blinds are provided in all apartments. The resident may hang curtains and curtain rods at their own expense. No aluminum foil is allowed.

### **GENERAL INFORMATION**

**ACCESS TO THE BUILDING:** Entrance doors are locked from 8:00 p.m. to 7:00 a.m. Visitors may use the telephone in the entry way to contact a resident for access to the building.

**ACCESS TO SHOW APARTMENT:** After a resident has given the management office notice of intent to move and terminates his/her lease, the resident agrees to permit management to show the apartment to prospective tenants during reasonable hours. Should the resident vacate the apartment prior to termination of the lease, management may enter the apartment to decorate, remodel, alter or otherwise prepare the apartment for re-occupancy.

**ACTIVITIES AND PROGRAMS:** The management provides a wide variety of entertainment and therapeutic activities. Research shows that active seniors are healthier and enjoy life more than those who are sedentary or isolated. Check bulletin boards and the monthly newsletter for a list of activities. If you would like to suggest an activity or teach a class, bring your ideas to the Activities Director.

**BUSINESS HOURS OF MANAGEMENT OFFICE:** The management office's regular hours are Monday through Friday, 8:00 a.m. - 8:00 p.m., thus excepting Saturday and Sunday and holidays. Office hours may be modified from time to time and will be posted. Please conduct all business during office hours. On call Emergency assistance is available by calling 911. Stamps, change, etc. are available at the reception desk from office staff.

**CHECK CASHING:** Personal checks under \$25.00 may be cashed at the reception desk.

**CONTAGIOUS DISEASES:** Residents are encouraged to advise management of any condition that would warrant staff to review infectious or contagious disease procedures.

**COST OF REPAIR:** A copy of the current approved cost list for repairs necessary due to damage or abuse is available from the management office. The resident has also been provided this list when moving in. If changes are made a new list will be distributed to all residents. Residents will be responsible for any flooding they may cause.

**DELIVERIES:** Deliveries should be scheduled to be made to the resident's apartment when the resident is home to receive them. Management will not be held responsible for items left at the management office or elsewhere on the Manor premises.

**DINING ROOM:** The Manor dining room is open for noon meals at 11:30 a.m., Monday ~ Saturday. Coffee and donuts are usually available on Tuesdays and Fridays from 8:30 a.m. to 9:30 a.m. Residents may be asked to donate to the donut fund. Open drink containers are not permitted outside of dining room in common areas. Manor dishes and utensils are not to be removed from dining room. Bring a sealed container from home to transport left-over food.

**EXTERMINATING SERVICE:** Exterminating services are provided periodically, free of charge, for common pests. If there is a medical reason you cannot have your apartment treated, a note from your doctor or health care provider is needed to exempt your apartment from treatment. This note should be taken to the management office.

**HOSPITALIZATION:** Residents or their representative are requested to notify the management office when they become hospitalized.

**DEATH OF A RESIDENT:** Death is part of the cycle of life, and we need to discuss what happens when a resident dies while living at the Manor. The following is information a resident, a resident's family and/or resident's representative needs to know when a resident dies.

1. HUD will only pay rent subsidy for fourteen (14) days after the death of a resident. The fourteen (14) days start the day after death.
2. The family and/or personal representative should have all the personal property of the resident removed from the apartment, the apartment cleaned at the end of fourteen (14) days and return the keys to management. Management will then do a move-out inspection and collect information as to where to send rent and security deposit refunds if any funds are refundable.
3. Any funds returned will be made payable to the estate of the resident's name; HUD regulations give us thirty (30) days to return funds due from security deposits. The Manor cannot write refund checks on site.
4. It would be wise for a resident to inform Manor management in writing who his or her personal representative (the person who will take care of removing your property from your apartment and cleaning your apartment) is and who is allowed into the apartment upon death. This will help protect your property and wishes upon your death. The Manor can provide you with a form for this information if desired or you may provide a copy of your Will if you wish.

It is possible that whomever you provided apartment keys to during your tenancy may enter your apartment after your death. This is why establishing a representative is so important. If your representative feels it's important to protect your belongings from whoever may have a key to the apartment, they may request in writing that the Manor management change the locks after your death. Once the request is granted, a key will be provided to the representative.

**Disposal of Deceased Resident's Property:** As noted in number two (2) above, the deceased resident's representative should have all personal property removed from the apartment within the fourteen (14) days of the date of the death. Should the representative fail to contact site management regarding the deceased resident's property within fourteen (14) days of a resident's



death and no action is taken on removal of the property, the property shall be considered abandoned property, entitling management to dispose of the property as it sees fit. If a deceased resident's representative, due to circumstances, is unable to come and remove the property within fourteen (14) days, they must contact site management for additional time. A request for no more than sixty (60) days after the date of death may be extended provided full contract rent is paid. If property is not removed after the sixty (60) days, the property shall be considered abandoned property, entitling management to dispose of the property as it sees fit.

**INSURANCE:** All personal property is at the risk of the resident or the owner of such personal property, and neither the Manor nor the Manor Manager is responsible for any damage to or loss or theft of such personal property. Residents are strongly encouraged to obtain apartment renter's insurance since management's insurance does not cover losses of personal property.

**LIGHT BULBS:** Each apartment is furnished with sufficient light bulbs at the time a resident takes possession; thereafter, when bulbs are needed, it is the resident's responsibility to purchase them. Please ask for assistance in replacing light bulbs in ceilings and fixtures too high to be reached easily.

**MAIL:** Delivery is to the resident mailboxes by the United States Postal Service. Each resident is provided a mailbox and a key to the mailbox. It is important that residents include their apartment number on return addresses so that correspondence can be routed efficiently. Items too big to be placed in your personal mailbox will be placed in the package mail boxes. The postman will leave you a key to retrieve your package.

**MEDICAL INFORMATION:** Residents should provide management with information concerning individuals to be contacted in case of emergency, including names, addresses and telephone numbers of family members, friends and/or physicians, as well as information concerning the resident's medical condition. The Manor will not release such information except (1.) upon the written authorization of the resident or an individual authorized to sign for the resident, (2.) in case of emergency, to EMS or other medical personnel, or (3.) as required by law, regulation, subpoena, or court order.

**NAILS IN THE WALLS:** Residents are permitted to hang pictures on the walls in their apartments. These are dry-walls and are easily damaged. Residents are therefore urged to use regular picture hangers and asked not to make any more holes than are absolutely needed. The Manor's maintenance staff will assist residents in hanging pictures as their time permits.

**NOTICES:** All notices to the management office or Manor Manager must be delivered in writing.

**POSTAGE STAMPS:** First Class stamps are available at front desk. Residents may purchase up to 10 (ten) stamps.

**RESPONSIBILITY FOR PERSONAL ITEMS:** Neither the Manor nor the Manor Manager will be responsible for any article left with any employee of the Manor.

**SOCIAL SERVICES:** A service coordinator may be available to assist residents with special needs. The Service Coordinator phone number is: 754-3875.

**STORAGE SPACE:** A limited number of lockers are available. Check with the office. It is suggested that you store excess personal belongings in a storage area off the Manor premises.

**SENIOR MINIBUS TRANSPORT:** Residents who call for the senior bus transport should be ready either outside or in the first floor lobby at the designated time. The driver often cannot wait, and the office staff will not call residents to inform them that transportation has arrived. Please keep current on the senior bus policies.

**TELEVISION ANTENNA JACKS OR CABLE OUTLETS:** Television antenna jacks or cable television outlets are provided in each apartment for the convenience of residents. If you have difficulty attaching your TV, please contact the office. TV cable should not be across floor at door openings. Cable boxes and remote control are to be left in the apartment at move out.

**UTILITIES:** All utilities (except internet and telephone) for apartments are included in your rent. In order to keep costs down, residents are asked to cooperate in conserving electricity and water.

**COMPLAINTS:** A complaint of any nature must be put in writing, signed and left at the management office. Management will review the complaint, investigate and take action as appropriate.

**VIOLATIONS OF THE HOUSE RULES MAY RESULT IN THE TERMINATION OF YOUR LEASE. A SUBSTANTIAL VIOLATION OF THE LEASE WILL RESULT IN IMMEDIATE TERMINATION, UNLESS, AT THE DISCRETION OF MANAGEMENT, THE VIOLATION IS ONE THAT CAN BE REMEDIED BY THE RESIDENT. THREE OR MORE VIOLATIONS OF ANY HOUSE RULE THAT CONSTITUTES A MINOR VIOLATION WILL ALSO RESULT IN TERMINATION OF YOUR LEASE.**

*Please acquaint yourself with our helpful and cheerful staff. Our staff desires to please you and make your life here as pleasant as possible. Remember, if your particular question is not answered in this booklet; please feel free to consult with the Manager.*



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