

Current Resident FAQs

DISABLED HOUSING (Cascade Run, Center City, HANDS Metro, Kuehl, Niagara, Poux, Poplar Place, Titus House, Presidential Place, Warren Anthems, HANDS Triad, Capabilities of Crawford County, Terrace Overview, Smith Street Commons, and Highland Pointe)

1. Will my rent change if I get a job?

Your rent may change, depending on how much you earn. The best thing for you to do is to contact your Property Manager, who will be happy to discuss it with you.

2. When and how do I let HANDS know that I need maintenance?

You should report the need for maintenance as soon as possible. You should call the maintenance reporting line, at 1-866-284-9890.

3. How long does it take for a maintenance technician to arrive?

If it is an emergency, the technician will be paged within (15) seconds of your call to the toll-free number, and will call you right away! If it is not an emergency, the technician will attend to the problem within (48) hours during normal business hours.

4. May I get a pet?

Yes, you may! Small pets are welcome. You must speak with your Property Manager before you take a pet into your apartment. There are rules that must be followed regarding pets and there is an additional deposit that you must pay.

5. Am I permitted to have a guest stay with me? If yes, for how long?

Yes, you may have a guest stay with you in your apartment. The HUD regulations say that guests may not stay in your unit for more than (14) days per year, per guest.

6. If I want to move out of my apartment, what must I do?

You must give your Property Manager a written notice that you want to move. The Manager must receive it (30) days before you move out. The notice will have on it the date that you wrote the notice, your current name and address, when you will be moving out, and your new address, so that your security deposit information may be sent to you.

7. So, how long does it take to get my Security Deposit back?

If either a full or a partial refund of your Security Deposit is due to you after you move out, a check will be mailed to you, along with a copy of your move-out inspection form and an account settlement statement, within (30) days of the day you moved out. If you are **not** due a refund, you will still receive a copy of your move-out inspection and account settlement statement.

PRESQUE VIEW APTS/VILLA MARIA APTS

1. Can I rent a carport for just a few months out of the year?

Absolutely, if one is available.

2. Will my rent go down if lose my job?

No. The rents at Presque View are not based on income.

3. Can I get a satellite dish?

The answer is yes...but only after signing an agreement that you will comply with the owner's installation requirements. A letter of approval is required from your property manager before installation can take place.

4. If I'm not home, can you let the cable, telephone, electric or gas company provider into my apartment for me?

No. If a utility provider needs to come into your home, please schedule them at a time that **you** will be available.

5. When and how do I let HANDS know that I need maintenance?

You should report the need for maintenance as soon as possible. You should call the maintenance reporting line, at 1-866-284-9890. Please remember that changing light bulbs or changing batteries in smoke detectors is the responsibility of the resident.

6. How long does it take for a maintenance technician to arrive?

If it is an emergency, the technician will be paged within (15) seconds of your call to the toll-free number, and will call you right away! If it is not an emergency, the technician will attend to the problem within (48) hours during normal business hours.

7. May I get a pet?

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PRESQUE VIEW APTS/VILLA MARIA APTS, cont'd.

8. Am I permitted to have a guest stay with me? If yes, for how long?

Yes, you may have a guest stay with you in your apartment. The HUD regulations say that guests may not stay in your unit for more than (14) days per year, per guest.

9. If I want to move out of my apartment, what must I do?

You must give your Property Manager a written notice that you want to move. The Manager must receive it (30) days before you move out. The notice will have on it the date that you wrote the notice, your current name and address, when you will be moving out, and your new address, so that your security deposit information may be sent to you.

10. How long does it take to get my Security Deposit back?

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ELDERLY HOUSING (St. Joseph Apartments, Maryvale Apts., Brookside Apts., Oak Haven Apts., Villa Maria Apts., Chestnut Street Apts.)

1. **How long can a resident be away from the building while in assistive care, such as rehabilitation or nursing home facilities?**

6 months.

2. **How much time does the family have to vacate a residence upon the death of a resident?**

HUD allows (14) days. If it takes longer than 14 days, the family would be responsible for paying full rent (the maximum rent in effect at that time) for the remainder of time it would take.

3. **Is there a room that could be used for a party or large gathering?**

Yes! The room must be reserved in advance. The Property Manager will assist you with reserving the room. There is NO charge for using the room, but you must be sure to clean the room thoroughly when you are finished.

4. **Do I have to certify my income each year?**

Yes, residents are required to recertify every year. In addition, if there you experience an income change of \$200 per month, you must also report that change to the office.

5. **Is there any extra storage space available outside of the apartments?**

At some properties there is additional storage space available, but not at all of the properties. Your Manager will be able to assist you.

6. **Do you have assigned parking spots?**

No, all parking is on a first-come, first-served basis. There are reserved parking places for those who have the HP placard or HP license plates, however.

7. **Is there a place in the building where I could purchase food staples?**

The only apartment building that has such a place is the St. Joseph Apartments, where they have a resident (volunteer)-operated "store". They offer milk, eggs, bread, snacks, greeting cards, etc. The hours they are open are Monday through Friday, from 9:30 a.m. to 11:30 a.m. (closed on holidays)

ELDERLY HOUSING, cont'd.

8. Am I permitted to have a guest stay with me? If yes, for how long?

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9. If I want to move out of my apartment, what must I do?

You must give your Property Manager a written notice that you want to move. The Manager must receive it (30) days before you move out. The notice will have on it the date that you wrote the notice, your current name and address, when you will be moving out, and your new address, so that your security deposit information may be sent to you.

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11. Are extra keys provided by you for my family members?

One extra set of keys were provided to you when you moved in. You may purchase additional sets if you need them. If you do so, they must be turned in when you move out of the apartment.

12. What about planting flowers or vegetables on the grounds?

You may plant flowers, but only with the Manager's prior written approval. Vegetables may NOT be grown on the grounds.

13. Are transfers from one apartment to another permitted?

Transfers are permitted only if medically necessary.

MIDTOWN HOMES/EDINBORO FAMILY HOMES

1. May I paint or hang wallpaper on the walls in my house?

No, painting and hanging wallpaper is not permitted.

2. Can I have/install a satellite dish?

The answer is yes...but only after signing an agreement and complying with the owners installation requirements. A letter of approval is required from your property manager before installation can take place.

3. When and how do I let HANDS know that I need maintenance?

You should report the need for maintenance as soon as possible. You should call the maintenance reporting line, at 1-866-284-9890.

4. How long does it take for a maintenance technician to respond?

If is an emergency, the technician will be paged within (15) seconds of your call to the toll-free number, and will call you right away! If it is not an emergency, the technician will attend to the problem within (48) hours, during normal business hours.

5. What about guests?

You may have a guest stay with you, in your home. The regulations state that guests may not stay in your home for more than (14) days per year, per guest.

6. Would you please explain the lease-to-purchase program where I live? How does it work?

On the date that the property has been in operation for fifteen years, the occupants of each home have the first option to purchase the home. The purchase price will be set at that time. Your Property Manage will be happy to answer any other questions you may have.

7. If I want to move out, what must I do?

You must give your Property Manager a written notice that you want to move. The Manager must receive it (30) days before you move out. The notice will have on it the date that you wrote the notice, your current name and address, the date you will be moving out, and your new address, so that your security deposit information may be sent to you.

8. How long does it take to get my Security Deposit back?

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USDA 515 PROGRAM HOUSING (Buchanan Court, Country Place, Rose Terrace)

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