



Needham Housing Authority Resident Handbook

Smoke Free Agency

Written by the NHA Staff, Tenant Organizations.
Updated May 2021

Welcome!

This handbook was prepared by the Needham Housing Authority Staff, Resident Associations, and Board of Commissioners. We are committed to having a community where:

- everyone is treated fairly and with respect
- homes and common spaces are safe, attractive, and well-maintained
- communication among residents, staff and the Board is open and honest

This handbook represents part of our commitment to communicating important information to you--a resident in the NHA community. It tells you about services and programs available to you and lets you know your rights and responsibilities under state, federal and local guidelines. This handbook is intended to make sure all residents and staff have the same basic information, so they can communicate effectively with each other. It is NOT a legal document; it does not replace your lease or any other official contracts and agreements between residents and the NHA.

I. Contact and Staff Information

Office Hours

Monday - Friday-8:00-4:00 PM

Memorial Day – Labor Day, the office is open 8:00-4:30 PM Monday-Thursday and 8:00-2:00PM on Fridays.

The Office is closed every Saturday, Sunday, and on the following holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Patriot's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

NOTE: You can still leave a voicemail or emergency work order even when the office is closed.

**Needham Housing Authority Phone Numbers,
Staff, and Responsibilities**

Office number.....781-444-3011

To leave a message in the general mailbox, press 210

Police and Fire Departments and medical emergencies.....911

Administrative Staff

Angie Medeiros, Executive Director

Supervises all staff.

Marcia Stulsky, Director of Admissions & Management, x 211

Manages Tenant Relations, Assist Executive Director

Marie Celestin, Receptionist/Clerk, x 210

Assistant to Leasing and Occupancy Admin, Deputy Director and Office

Nayda Sanchez, Lease and Public Housing Coordinator, x 213

Recertifications, annual inspections, interims, tenant complaints and all tenanted related issues and concerns.

Matt Meyer, Administrative Assistant x 218

Administrative Assistant to the Executive Director; office administration.

Debra Tambeau, Resident Service Coordinator, x 219

Assists residents in finding services, works with resident associations.

Elizabeth Lopez, Bookkeeper/ Human Resource, x 215

Receives rent; manages rent escrow program; pays bills of the Authority.

Maintenance Staff

Gary Kuphal, Director Maintenance Supervisor, x 214

Supervises all maintenance staff; responsible for maintenance equipment; conducts inspections; oversees maintenance contractors.

Bryan Trundley, Maintenance Foreman

Eric Junkins, Maintenance Technician

Dan Mann, Maintenance Technician

Greg Gillis, Maintenance Technician

Other Important Telephone Numbers

Town of Needham

Town Hall	781-455-7500
Deaconess Glover Hospital	781-453-3000
Needham Public Library	781-455-7559
Needham Council on Aging	781-455-7555
Springwell (elder services)	617-926-4100
Needham Board of Health	781-455-7523
Needham Community Council	781-444-2415

Needham Housing Authority Board of Commissioners

Reginald C. Foster Vice Chair
Eleanor Evans
Ed Scheideler
Penelope Kirk
Janice Bennett

Resident Association Contacts

Jessica Reese

No altercations is allowed to the Interior/Exterior of NHA property including but not limited to grounds.

Guest Policy

Tenant and other household members may have guests provided that Tenant shall be responsible for the conduct of any guest while in the leased premises or on NHA property and shall take reasonable steps to supervise the conduct of any guest, including a guest of a household member. No guest may stay overnight (as defined in Section I) for more than a total of twenty-one **(21) nights** in any twelve **(12) month period** without NHA's written approval of a temporary extension of the guest's stay.

Rent Policy

Rents are due in advance on or before the first (1st) day of each month. Rent for any fraction of a month of occupancy at the beginning or end of the term shall be charged on a pro rata basis.

If resident fails to pay any or all rent due by the seventh (7th) day of the month, the Needham Housing Authority may declare the unpaid rent delinquent and issue a written notice of termination of lease. Prior to issuing such notice, except where the tenant is habitually delinquent in paying rent and has had a prior opportunity for discussion with the prior six months, the Needham Housing Authority shall provide the tenant with an opportunity to discuss the reason for the late payment.

State Public Housing Rent Collection

In the event that the state public housing tenant shall fail to pay all or any part of the rent within thirty (30) days of its due date the Needham Housing Authority will charge a late fee penalty of \$25.00. The Needham Housing Authority will commence proceedings for eviction and money judgment, consistent with the terms of the lease and the Massachusetts Department of Housing and Community Development regulations. (Reference-760 CMR 6.04)

Federal Public Housing Rent Collection

In the event that the federal public housing tenant shall fail to pay all or any part of the rent within thirty (30) days of its due date the Needham Housing Authority may in its discretion charge a late fee penalty of 1% per month on the unpaid balance from the date the payment was due. The Needham Housing Authority will commence proceedings for eviction and money judgment, consistent with the terms of the lease and the Department of Housing and Urban Development regulations.

Property Information

Pet Deposits and Fees

Allowed under 40 Pounds with updated medical vaccinations, 1 pet per household
A pet deposit of one hundred and fifty **(\$150)** or one month's rent, whichever is less, shall be required of each pet owner. The deposit may be paid over a period of time with an office agreement, determined by the Executive Director. The deposit will be handled as a security deposit. The deposit will be refunded at the time the tenant vacated or no longer has ownership of the pet, provided that no pet-related damage has been done to the property. Sums necessary to repair such damage will be deducted from the deposit.

A fee of ten dollars **(\$ 10.00)** shall be charged to any pet owner each time the pet owner fails to clean up after his/her animal.

Parking

Tenant is allowed one (1) parking space per household. Tenant must provide a valid registration and license at move in and at annual recertification. *Cars that are not legally registered will be towed at the owner's expense.*

Snow removal process

3 inches or more Maintenance staff will begin clearing main roadway to NHA developments.

Day-1- Salting and Clearing roadways and walkways

Day-2- Parking lot clearing-Tenants need to move their vehicle for maintenance to clear parking lots

Day-3- Re-treat any icy areas.

Trash Pick up

Seabeds Way- Monday

Captain Robert Cook—Mondays & Thursdays

Linden & Chambers and High Rock Homes- Thursdays

Note: Holiday weeks trash is delayed to the next day.

Yard Care Policy

Federal Units only (High Rock Estates)

Tenants are responsible for the upkeep of their yards, if the tenant fails to properly maintain their yard in a safe, sanitary and attractive condition will be responsible for the actual costs associated with the NHA mowing, raking, shoveling, or otherwise

cleaning the yard. If a tenant fails to maintain their yard, the NHA staff will provide notice of the problem and then will make arrangements to clean, mow, or shovel/plow. The tenant will then be billed for the actual time and materials used. Mowing and raking long grass has typically caused a tenant to be charged up to but not limited. **\$75.00**

Payment in full of these charges is required within 30 days or the tenant is in violation of the lease. Tenants who leave trash, debris, broken toys, appliances, interior furniture, or other such items outside will be subject to dump fees and labor costs associated with cleaning the yard and properly disposing of the items. Tenants who cause an unsafe or unsanitary condition in their yards may have items removed without any prior notice from the NHA.

The NHA maintenance staff will provide short-term yard maintenance for tenants who have properly requested a reasonable accommodation for a disability and who have proper medical documentation regarding the disability and the need for assistance and where no other reasonable alternative is available. A fee will be charged for this maintenance service except where extreme financial hardship can be demonstrated.

1.) RENT DETERMINATION

- Must report all income changes within 7 days.
- Failure to report increased income could result in fraud.
- Failure to report decreased income delays lower rent.
- Must submit ALL recertification documents in timely manner.

2.) INSPECTIONS & REPAIRS

- Inspections conducted at least once a year.
- Exterminations are conducted per need to site or per request by resident.
- Check for housekeeping and resident damage issues.
- NHA Will enter unit if resident is not home.
- All repair requests must be made to NHA Maintenance Department
- Damage to unit by residents, will be charged immediately by NHA.

3.) TENANT OBLIGATIONS

- Tenant should take time to read this section carefully.
- Behavior of household & guests: Tenant is held responsible.
- Peaceful enjoyment of neighbors: No disturbances or loud noise
- Locks: Do not install private locks or alter in any form. Extra fee for lockouts, lock changes, & extra keys
- Alterations: No alterations to unit.
- Appliances: Request must be made to NHA to add extra appliances like stove, refrigerator, etc.

- Other additions: No ceiling fans, **satellite dishes**, antennas, swimming pools, basketball hoops, bouncy houses, swing sets, etc.

4.) TRANSFERS

- NHA does not approve “luxury” transfers, i.e., bigger apt, extra rooms, nicer neighborhood, etc.
- All transfers are in accordance with the NHA Transfer Policy
- Tenant **MUST** move when transfer is administrative.

5.) UTILITIES

- All utilities are included unless otherwise noted.
- Tenant is responsible for payment of utilities, if applicable
- \$45 per year charged during June-August for each AC unit installed.

6.) PARKING

- Tenant must present registration with NHA address to obtain Resident Sticker.
- Tenant expected to adhere to NHA Parking Rules
- No designated parking. First come, first served.
- Towing expense is responsibility of tenant and not refundable by NHA.
- No mechanical repairs on vehicles on NHA property

7.) VACATING

- Tenant must give written 30-day notice to office, even if you receive a Section 8 voucher.
- NHA will charge tenant 30 days after knowledge of intent to vacate or date of vacate.
- NHA will conduct move out inspection prior to vacate.
- Tenant is expected to pay in full and rent arrears and/or damages to the unit prior to vacate.
- All keys must be returned to NHA upon vacating.