

OPERATING STANDARDS

HOPE COMMUNITY
1024 Ionia SW
Grand Rapids, MI 49507
Office Phone (616) 235-2893
Office Fax (616) 235-2897

OFFICE HOURS

The office will be open Monday through Friday from 8:00 a.m. to 5:00 p.m. and closed for lunch between 12:00 noon and 1:00 p.m. and for legal holidays.

There may be an occasion when the office is closed at other times due to meetings, trainings, etc. At these times, we will note our absence on the door with an estimated return time.

RENT

All rent is due and payable on or before the first of the month. Rent is payable by check or money order only. No cash will be accepted. Payments must be made payable to HOPE Community or GRHC (Grand Rapids Housing Commission).

Rent not paid by the 5th of the month will be considered past due and a late fee will be assessed in the amount of \$25.00 until the rent is paid in full.

MOVING

Moving in and out of the building and duplexes must be done between the hours of 8:00 a.m. and 8:00 p.m.

NOTICE TO VACATE

Before moving from Hope Community, you must complete a Vacate Notice. This notice is available at the office and must be completed and received 30 days before you move out. You will be charged rent until all keys are turned into the office.

WORK ORDERS

Any malfunction of the heat, appliances, plumbing, electrical fixtures, etc. must be reported to the office in person or by calling 235-2893. For **EMERGENCY** after-hours repairs, please contact the on-site Resident Assistant, Erika Thomas, at 616-717-3968 or in Apt #1. If Erika is not available, please contact the Asset Manager, Lynn Simone, at 581-4597.

PROPERTY DAMAGE

Repair of any damage to the premises such as doors, appliances, carpeting, etc. will be charged to the resident's account. This does not apply to normal wear and tear.

SMOKE-FREE PROPERTY

To insure the quality of air and the safety of residents, the Grand Rapids Housing Commission has declared that Hope Community is a smoke-free property. All residents,

employees, and guests must abide by the rules and regulations as described in the Grand Rapids Housing Commission Smoke-Free Policy.

ENTRANCES AND EXIT

Only residents and/or their guests will be permitted entrance. Propping open and blocking of doors is strictly prohibited.

WINDOWS/DOORS

Windows and doors must remain closed and locked when no one is in the apartment. Residents and guests are strictly prohibited from going in or out of windows except in the event of a fire. Screens must be kept on windows and screen doors at all times. Residents will be charged for any damaged or torn screens.

CHILDREN

Residents are responsible for the care of their children AT ALL TIMES. Residents may never leave children unattended at Hope Community. Staff is responsible for contacting Children's Protective Services (CPS) if abuse or neglect is suspected.

School age children are expected to be in school during their stay at Hope Community. Staff will assist in arranging transportation to old schools or enrollment in new schools.

ATTIRE

Residents, including children, shall dress appropriately in street clothing when leaving their apartment. Sleepwear worn outside of apartments is prohibited. For health reasons, feet will be covered when residents are in common indoor areas.

LAUNDRY ROOM

The laundry room is for the residents' laundry only. Hours for the operation of the Laundry Room are 8:00 a.m. to 9:00 p.m. After use, washers are to be wiped free from debris and the lint screens on the dryers are cleaned off. Hope Community will not be responsible for clothing and items left in the washers, dryers, or elsewhere in the Laundry Room.

PORCHES/DECKS

Porches and decks are to be used for outdoor furniture only. Furniture intended for indoor use or anything deemed not safe or secure by management is **prohibited**.

SMOKE ALARMS

Unplugging, removing the smoke alarm, removing batteries from the smoke alarm, or altering a smoke alarm in any way is considered grounds for eviction.

LOCKS

No resident shall alter any lock or install a new lock or door knocker on any door without the written consent of management. Replacement/additional keys must be approved by the Management Office and need to be made by our Maintenance Staff at an additional cost.

BLINDS

Hope Community provides blinds in all units. Blinds ARE NOT to be removed. Charges will be assessed for damaged blinds.

FURNITURE

Furniture from the lobby/common areas is not allowed outside. If your unit is furnished with Hope Community furniture and you no longer need it, please contact the office and wait for staff to remove it and store it properly.

PETS

No pets of any kind are permitted in the units. Visitors are not allowed to bring pets into your unit/building for any reason.

USE OF APARTMENT

Residents shall not sublet or transfer possession of the apartment, nor give accommodations to boarders or lodgers without consent of Management. Residents shall not use or permit the use of the dwelling unit for any purpose other than a private dwelling.

AIR CONDITIONING/HEATING

Air conditioners are not permitted in the units at any time. Portable heaters are not permitted in the units at any time. The stove/oven are for cooking purposes only and should **never** be used to heat the apartment/duplex.

TRASH AND GARBAGE

Residents in duplexes and in the Main Building will bag their trash and deposit it into the dumpster located in the parking area at the main building. Residents in duplexes are responsible for picking up all trash located in the yard, deck, and porch area including under the porch/deck and behind bushes.

Disposal of diapers (cloth or paper) shall be made in a sealed diaper pail. The pail shall be lined with a plastic bag, emptied daily by removing the liner and diapers, tying the liner closed, and discarding them in the dumpster.

HOUSEKEEPING

Residents must keep house in a clean and sanitary condition at all times. Receiving two (2) housekeeping citations within one (1) year will result in a Notice of Eviction.

SNOW REMOVAL

Residents in duplexes are responsible for removing snow from porch, porch steps, and all sidewalks. This includes the sidewalk from the porch and the public sidewalk running along the street and in front of the occupied duplex.

BASEMENTS

Basements must be maintained according to the lease standards for housekeeping. Basement sleeping quarters are in violation of City of Grand Rapids Housing Code and thereby are **PROHIBITED**. Children should not be allowed to play in the basement unsupervised. Storage of the resident's personal property in a duplex basement is discouraged due to the possibility of flooding, sewage backups, etc. The Housing Commission is not responsible for damage to personal property in the basement or elsewhere in the duplex or Main Service Center and strongly advises residents to purchase renters' insurance to protect their personal property.

NOISE

Your neighbors are entitled to the peaceful enjoyment of their accommodations. No resident will make, or allow their guests to make any disturbing noises in or around the building. Care should be taken when playing musical instruments, radios, stereos, computers, computer games, VCRs, DVDs, or your television to not disturb or annoy other occupants of the building.

Quiet hours for Hope Community's Main Service Center are 9:00 p.m. until 8:00 a.m. Residents are required to retire from the common areas (lounges, corridors, grounds) and return to their apartments during quiet hours.

ALCOHOLIC BEVERAGES

Tenants may not consume alcoholic beverages in the community room, common areas duplexes, and corridors or on the grounds. Tenants are limited to their use of alcohol to within the apartments or duplexes only.

BARBEQUE GRILLS

Due to fire and safety concerns, grills MAY NOT be used any where on Hope Community property.

POOLS

Small pools are allowed during the daytime but must be emptied each night and stored properly. Pools are limited in size by a height not to exceed 14 inches at the sidewalls.

SOLICITATION AND POSTINGS

Solicitation is not permitted in the building. The posting of signs, notices, etc. must be approved by Hope community staff.

SATELLITE DISHES

As Hope Community is a Rapid Re-housing program, the installation of satellite dishes is not allowed.

PARKING AND AUTOMOBILE REPAIRS

Tenants are permitted one (1) vehicle per adult household member, which must be registered with the office to receive a parking permit.

Motor vehicles must be operable and have valid plates and be registered with the State of Michigan. The parking of motorcycles, boats, trailers, or commercial vehicles is prohibited. Automobile repairs, except for changing of flat tires, are not permitted on the premises. The only exception being if a motorcycle is the resident's only means of transportation. Washing of vehicles is prohibited on the premises. Parking or driving of any vehicle on landscaped surfaces is prohibited.