

## OPERATING STANDARDS

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### MT. MERCY APARTMENTS

1425 Bridge Street, NW and 1511 Bridge Street, NW  
Grand Rapids, MI 49504  
Office Phone (616) 235-2843  
Office Fax (616) 235-2851

### 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, depositing rent payments, 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 the Grand Rapids Housing Commission or G.R.H.C.

Rent not paid by the 5<sup>th</sup> of the month will be considered past due and late fees will be assessed in the amount of \$5.00 plus \$1.00 per day until the rent is paid in full.

### NOTICE TO VACATE

Before moving from Mt. Mercy Apartments, 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 235-2843. For **EMERGENCY** after-hours repairs, please call our on-site Resident Assistant Dorothy at 453-8456 in Apartment #217, Sr. Paula at 453-0928 in Apartment #461 (new building) or the Asset Manager, Toni Coristine, at 581-0161.

### PROPERTY DAMAGE

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

### PETS

No pets of any kind are permitted in the units at any time without written consent of Management. Visitors are not allowed to bring pets into the building for any reason.

## **ENTRANCES AND EXITS**

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

Adhering to fire or safety regulations for both 1425 Bridge and 1511 Bridge:

- The two (2) doors leading to the parking area are for the purpose of ingress and egress.
- The doors located at the extreme east end of the buildings are for emergency exit only. Any other use of these doors is strictly prohibited.
- Moving furniture through the main entrance of either building is strictly prohibited. All furniture must be delivered and moved in through the freight elevator doors.

## **DELIVERIES AND ENTRY**

Tenants desiring entry to their apartments while they are away for deliveries or other reasons must leave written permission with the office. The office will NOT be responsible for accepting deliveries of medication.

## **LAUNDRY ROOM**

There will be no set hours for the Laundry Room as long as the residents' peaceful enjoyment of their unit is not threatened. The laundry room is for tenant's laundry only. All tenants are requested to use not more than two (2) washers and two (2) dryers at one time. Please help keep the laundry room clean by picking up trash, wiping washers of debris, and cleaning the lint screens in the dryers.

## **DOOR MATS**

Door mats must be kept inside the tenant's apartment. Door mats left in the hallway are a tripping hazard. Personal belongings and/or food will not be left outside apartments in the common hallway.

## **LOCKS**

No tenant shall alter any lock or install a new lock or door knocker on any door without the written consent of management.

## **BLINDS**

Mt. Mercy Apartments provides blinds in all units. Blinds ARE NOT to be removed. If additional window treatments are desired, written permission must be obtained from Management.

## **USE OF APARTMENT**

Tenants shall not sublet nor transfer possession of the apartment, nor give accommodations to boarders or lodgers without consent of management. Visitors are limited to 14 days per year. Tenants shall not use or permit the use of the dwelling unit for any purpose other than a private dwelling.

## **AIR CONDITIONING**

The Grand Rapids Housing Commission does not provide air conditioning. However, if you purchase your own air conditioner, we will install it for you. Air conditioners with 6,000-10,000 BTUs are best suited for the apartments. Please contact the office after you purchase an air conditioner so that arrangements can be made for installation. There will be a surcharge of \$13.00 per month for the additional utility usage during the months of June, July, and August.

## **TRASH AND GARBAGE**

1425 Bridge – Trash rooms are located on the north side of the center corridor in rooms marked 218, 318, 418 and 518. The first floor does not have a trash room. Trash and garbage are to be separated in the following manner: All rubbish shall be placed in plastic bags, tied, and deposited down the trash chute located in the trash room. If your rubbish is too large for the trash chute, please place it directly in the dumpster located outside the north service entrance. Trash found on the floors or inappropriately disposed of is subject to a fine.

1511 Bridge – Trash rooms are located at the far west end of the building. Trash and garbage are to be placed in plastic bags, tied, and deposited into the large barrels in the trash rooms. **DO NOT USE THE TRASH CHUTE --- IT IS NOT OPERABLE AT THIS TIME.** If your rubbish is too large for the trash barrels, please place it directly in the dumpster located on the 1st floor behind the large service elevator. Trash found on the floors or inappropriately disposed of is subject to a fine.

## **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.

## **PARKING AND AUTOMOBILE REPAIRS**

Tenants are permitted one (1) motor vehicle per adult household member. 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 vehicles on landscaped surfaces is prohibited. Non-residents should park in the rear parking lot.

The area at the front entrance of either building is a **fire lane** and for the use of emergency vehicles only.

**ALCOHOLIC BEVERAGES**

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

**SATELLITE DISHES**

Satellite Dishes must be installed within the guidelines of the Grand Rapids Housing Commission Satellite Dish Policy.

**COMMUNITY ROOM**

Residents may reserve the Community Room or Auditorium for private use by contacting the office. Residents who use either of these areas are expected to leave them in the same condition they were found in. When the other residents or Housing Commission staff has reserved the room, please be respectful and leave the room. The consumption of alcoholic beverages is not permitted in the Community Room or Auditorium.

**SOLICITATION AND POSTINGS**

Solicitation is not permitted in the building. The posting of signs, notices, etc. must be cleared through Resident Services or the Management Office.