

## **OPERATING STANDARDS**

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### **RANSOM TOWER APARTMENTS**

50 Ransom, NE  
Grand Rapids, MI 49503  
Office Phone (616) 235-2881  
Office Fax (616) 235-2944

#### **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. Payments must be made payable to Grand Rapids Housing Commission or GRHC.

Rent not paid by the fifth of the month will be considered past due, and late fees in the amount of \$5.00, plus \$1 per day until rent is paid in full will be assessed.

Repeated late payment, four (4) such late payments within a twelve (12) month period, may be grounds for termination of tenancy.

#### **MOVING**

Moving in and out of the building must be done between the hours of 8:00 a.m. and 8:00 p.m. Moves must be coordinated and scheduled with management. Vehicles shall only park in designated parking areas while moving takes place.

#### **NOTICE TO VACATE**

Before moving from Ransom Tower 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 235-2881. For **EMERGENCY** after-hours repairs, please call the Resident Assistants, Robert and Janice Thielke in Apt # 101 at 551-0029 or the Property Manager 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. Tenants will be charged for additional expenses incurred by Management if they fail to call for repair.

## **HOUSEKEEPING**

Tenants must keep house in a clean and sanitary condition at all times. Receiving four (4) housekeeping citations within a year will result in a Notice of Eviction.

## **SMOKE-FREE PROPERTY**

To insure the quality of air and the safety of residents, the Grand Rapids Housing Commission has declared that Ransom Tower Apartments 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 EXITS**

The door located at the extreme north of the building is for emergency exits ONLY. Use of this door, other than for emergencies, is strictly prohibited. Residents of Ransom Tower may gain entrance to the building through the Main Entry doors at the front of the building on Ransom Avenue, the door on the south end of the building facing Ransom Avenue, or the east entry door associated with the parking lot using a key card.

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

## **DELIVERIES AND ENTRY**

Tenants desiring entry to their apartment 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**

The laundry room is for the tenants' laundry ONLY. Laundry Room hours are 8:00 a.m. to 10:00 p.m. All tenants are requested to use no more than two (2) washers and /or two (2) dryers at one time. We also ask that washers are wiped free from debris and the lint screens on the dryers are cleaned off.

## **DOOR MATS**

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

## **BALCONIES**

Tenants will not hang anything from or attach anything to the railings. Tenants will not shake rugs, mops, etc. from the balcony, nor do anything on his/her balcony that might cause discomfort to those living below or next to him/her. Tossing of cigarette butts and food scraps from balconies is strictly prohibited. Balconies are for the purpose of the residents' private enjoyment of the premises. Furnishings for these areas are to be durable and safe outside furniture ONLY. This excludes furniture intended for indoor use, barbecue grills, or anything deemed not safe or secure by management. This also prohibits the use of balconies as a storage area for personal items including bicycles.

## **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**

Ransom Tower 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.

## **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. Tenants who have approved pets, per the Pet and Service Animal Policy, must take their pets east side of the tenant parking lot to relieve themselves.

## **USE OF APARTMENT**

Tenants shall not sublet or 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.

## **TRASH AND GARBAGE**

Trash is to be bagged and put into the trash chute which is located in the trash room on each floor. First and second floor residents will put their bagged trash in the trash barrels provided in their trash rooms. Kitty litter and diapers need to be bagged and taken to the second floor trash barrels.

## **ATTIRE**

Tenants 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 tenants are in common indoor areas.

## **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.

## **WEAPONS**

Tenants are not to display, use or possess or allow members of the Tenant's household or guests to display, use or possess any firearms (operable or inoperable), weapons (such as, but not limited to, nun chucks, knives, swords, sabers, etc.) as defined by the laws and courts of the State of Michigan, or use any object with the intent to cause harm anywhere on the property of Ransom Tower.

## **PARKING AND AUTOMOBILE REPAIRS**

Tenants are permitted one (1) motor vehicle per adult household member. Motor vehicles must: 1) have valid plates and be registered with the State of Michigan, 2) be operable and 3) display a parking permit which is available from the office. The rear parking lot is for tenant use **ONLY**. The front parking lot is for visitors **ONLY**. Tenants who are cited for parking in the front parking lot four (4) times per year are subject to eviction. Emergency personnel, health care workers, and contractors have no place to park when

tenants use the front parking lot. The parking of motorcycles, boats, trailers, or commercial vehicles is prohibited. The only exception being if a motorcycle is the resident's only means of transportation. Automobile repairs, except for changing of flat tires or other very minor adjustments, are not permitted on the premises. Washing of automobiles is prohibited on premises. Parking or driving of any vehicle or trailer on landscaped surfaces is prohibited.

#### **ALCOHOLIC BEVERAGES**

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

#### **BARBEQUE GRILLS**

Due to fire and safety concerns, grills MAY NOT be used on balconies or patios attached to apartments. Grills may only be used on the community patio located at the rear of the building.

#### **SOLICITATION AND POSTINGS**

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

#### **SATELLITE DISHES**

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

#### **COMMUNITY ROOM**

Residents of Ransom Tower Apartments may reserve the Community Room for private use by contacting the office. Residents who use the room are expected to leave it in the same condition it was found in. When 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.