

**VINCENT K. TIBBS SENIOR BUILDING
HOUSE RULES & REGULATIONS
ENGLEWOOD HOUSING AUTHORITY
September 2026**

Table of Contents

1. Introduction.....	1
2. Maintenance Services.....	1
3. Resident Charges and Fees.....	2
4. Apartment Care and Housekeeping.....	3
5. Safety and Building Operations.....	4
6. Apartment Alterations and Modifications.....	4
7. Resident Conduct and Community Standards.....	5
8. Resident Services.....	5

1. Introduction

1.1 Purpose. Apartment living is a cooperative environment. These Rules supplement the Lease Agreement and apply to all residents, household members, guests and visitors.

1.2 Definitions. EHA means Englewood Housing Authority. Resident means the leaseholder and authorized household members. Guest means a person not listed on the lease. Emergency Maintenance means a condition posing an immediate threat to life, health, safety or significant property damage.

1.3 Enforcement. Violations may result in charges, warnings, Notices to Cease, Notices to Quit, lease enforcement actions or other remedies permitted by law.

2. Maintenance Services

2.1 Routine Maintenance Requests. Residents should promptly report dripping faucets, running toilets, appliance failures, pests, leaks and other maintenance issues. Requests may be made at 201-871-3451 or through www.ehahousing.org. Residents may request a work order number.

2.2 Maintenance Hours. Monday through Thursday 7:30 AM to 3:30 PM. Friday 7:30 AM to 12:00 PM.

2.3 After-Hours Emergency Maintenance. An emergency maintenance request refers to situations that pose an immediate threat to life, health, safety, or significant property damage. Examples include: gas leaks (always call 911 first), fire (always call 911 first), flooding or water line breaks, power outage, lack of heat in freezing weather, vandalism or break-in

2.4 Emergency Maintenance Hotline. Call 911 first for fire or gas leaks. Then call the Emergency Maintenance Hotline at 201-679-1974. Emergencies include gas leaks, flooding, power outages, freezing-weather heat loss, vandalism and break-ins.

2.5 Entry for Repairs. Residents do not need to be present. EHA may enter units to perform maintenance and will leave notice when work is completed.

2.6 Refrigerator Emergencies. Keep doors closed and report the issue. EHA is not responsible for food loss.

2.7 Range Emergencies. Single burners and oven units are not emergencies.

2.8 Plumbing Emergencies. Flooding, a clogged only toilet, and major leaks should be reported immediately. Shut-off valves should be used where possible.

2.9 Natural Gas Emergencies. Evacuate, call 911, call PSE&G at 1-800-880-7734, then call EHA emergency maintenance. Do not operate phones, switches or appliances inside the unit.

2.10 Broken Windows. Report immediately. EHA will secure and replace damaged windows.

2.11 False Emergency Calls. \$50 per half-hour for each responding employee.

2.12 Lockouts. Free during business hours. After-hours lockouts are \$50.

2.13 In-Person Requests. Do not approach staff in the hallways with maintenance requests. Staff is busy with other tasks and cannot log requests on the spot.

2.14 False Emergency Fees. If a resident calls in a false emergency, a fee of \$50 per half-hour will be charged for each staff member who responds to the false emergency.

3. Resident Charges and Fees

3.1 Wear and Tear. Residents are responsible for damage beyond normal wear and tear and costs of labor, materials and contractors.

3.2 Maintenance Charges. The Housing Authority will charge the resident the cost of materials and labor for any required repair that resulted from circumstances above normal wear and tear or because of a lease violation. If an outside contractor is required to resolve the repair, the cost of their work will also be charged back to the resident. For illustration purposes, below are sample costs of typical materials (costs will be determined at the time of repair)

3.3 Sample Repair Charges (actual costs will vary): Quartz countertop \$1,500+; repainting \$800+; refrigerator \$700+; stove \$600+; windowpane \$500+; lock cylinder/rekey \$300+; thermostat \$250+; Corian windowsill \$250+; blinds \$60+; toilet seat \$35+; fire extinguisher \$35+, flooring \$20+/sf plus labor ,

3.4 Lockout Charge. After-hours lockouts are charged at \$50. Call the Emergency Maintenance Hotline at 201-679-1974.

3.5 Sample Fixed Charges Due to a Lease Violation: sewer block (if item found) \$50; toilet stoppage (if item found) \$50; after-hours lockout \$50; wall damage (12"x12") \$100; trash removal per load/trip \$50; unreturned keys \$50.

3.6 Lease Violation Charges: detector tampering \$50; thermostat tampering \$100; trash violations \$25; illegal parking \$25; pest-control preparation failures \$25; repeated housekeeping failures \$150.

3.7 Unauthorized Modifications. Unauthorized modifications (e.g. screwing into door jams, windows, tile) will require substantial repair at a great cost to the resident. Do not modify the apartment without prior written permission.

3.8 Keys, IDs and Fobs. One key and fob per household member at lease-up. Replacement key or fob \$20. Replacement EHA ID \$10.

4. Apartment Care and Housekeeping

4.1 Residents must maintain clean walls, floors, windows, blinds, doors, kitchens, bathrooms and storage areas.

4.2 Hoarding and Excessive Clutter. Accumulations that create unsanitary conditions or safety hazards are prohibited.

4.3 Kitchen Standards. Keep stove, refrigerator, freezer, cabinets, countertops, sinks and food-storage areas clean. Use sink strainers and clean exhaust filters monthly. Store trash in covered containers.

4.4 Bathrooms. Keep toilets, tanks and lavatories clean and odor-free.

4.5 Shower Standards. Use a 72x72 shower liner, maintain drains, use hair traps and prevent flooding.

4.6 Heating. Do not use stoves or ovens as heat sources. Keep baseboard heaters unobstructed.

4.7 Air Conditioning. Landlord-provided units must be maintained by residents, including filter cleaning. Additional refrigerators/freezers require approval and a \$20 monthly charge. No dishwashers or laundry machines are permitted.

4.8 Windows and Windowsills. Do not remove screens, clean exterior windows, damage frames or place staining items on Corian windowsills.

4.9 Pest Control. Monthly extermination is mandatory. Residents must cooperate and report pest activity promptly.

5. Safety and Building Operations

5.1 Garbage Disposal. Use compactor rooms. Do not leave trash in hallways or undesignated locations.

5.2 Recycling. Separate recyclables from trash and use designated recycling containers.

5.3 Syringe Disposal. Use approved sharps containers available through EHA.

5.4 Apartment Inspections. EHA conducts quarterly inspections for safety, cleanliness, leaks, alterations, detector tampering and damages. Forty-eight hours notice is generally provided.

5.5 Inspection Photographs. Photographs may be taken and maintained as property records.

5.6 Fire Safety. Maintain fire extinguishers where provided and never use water on grease fires.

6. Apartment Alterations and Modifications

6.1 Locks. Do not alter or replace locks.

6.2 Doors. Do not drill, decorate, alter or attach items to doors. No floor mats or obstructions in hallways.

6.3 Windows and Treatments. Do not alter blinds or install window treatments without approval.

6.4 Alterations. No painting, wallpapering, flooring, fixtures, appliances or modifications without prior written EHA approval.

6.5 Wall Hangings, Decorations and Curtains. Residents may hang lightweight pictures, artwork, or decorations on apartment walls only with removable, damage-free products, such as Command™ Strips or similar products. Nails, screws, tacks, staples, tape, glue, or other methods that may damage walls are prohibited. Residents are responsible for any resulting damage.

6.6 Damage Reporting. Report accidents, breakage and malfunctions immediately.

7. Resident Conduct and Community Standards

7.1 Guests. Residents are responsible for guests. Disturbances, threats, abusive conduct and disruptive activity are prohibited. Repeated violations may result in lease enforcement.

7.2 Noise and Quiet Enjoyment. Excessive noise, loud televisions, music, yelling, disruptive hallway behavior and repeated door slamming are prohibited. Residents should be mindful between 10:00 PM and 8:00 AM.

7.3 Shopping Carts. Shopping carts are prohibited and may be removed at resident expense.

7.4 Staff Gratuities. Residents may not provide money, gifts or gratuities to staff.

8. Resident Services

8.1 Independent Living. The building is intended for seniors capable of independent living. Contact Sonja Alston, Tenant Liaison, for information regarding community resources.

8.2 Reasonable Accommodations. Requests may be submitted and reviewed in accordance with applicable law.