PITTSFIELD HOUSING AUTHORITY



DOWER SQUARE

65 Columbus Ave
Pittsfield MA 01201

PHA Main Office – (413) 443-5936
Public Housing Manager – (413) 344-9018

Maintenance – (413) 443-7100 or (617) 591-1068

RESIDENT HANDBOOK
& Addendum to the Lease

Pittsfield Housing Authority welcomes you to your new apartment. This handbook is designed to provide you with information and policies regarding your residency at Dower Square. This resident handbook is an addendum to your lease. Please read it carefully and let us know if you have any questions.

Draft 11/2026

EQUAL HOUSING OPPORTUNITY

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ABSENCE FROM UNIT

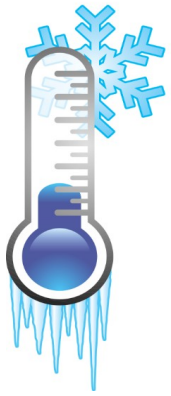
The family must promptly notify the PHA when all family members will be absent from the unit for an extended period. An extended period is defined as any period greater than 30 calendar days.

If a family is absent from the public housing unit for more than 180 consecutive days, and the family cannot adequately verify that they are living in the unit, the PHA will terminate the lease for other good cause.

ADDITIONAL APPLIANCES & HEATERS PROHIBITED

Portable Dishwashers (including countertop models), washing machines and clothes dryers are strictly prohibited

AIR CONDITIONERS



Pittsfield Housing Authority authorizes the installation and use of air conditioners, provided the following conditions are met:

1. Air Conditioners must be removed from windows during heating season (September 15 - June 15)
2. Window air conditioners are allowed.
3. Portable, self-standing air conditioners are allowed, but tenants are required to sign a waiver of responsibility.
4. The tenant is responsible for the purchase, maintenance, and storage of the AC units.

ALCOHOL CONSUMPTION IN COMMON AREAS

Alcohol consumption is prohibited in all common areas, outside grounds, including the parking lot.

ANNUAL RENT RECERTIFICATIONS

The rent for your unit is based on your household's family size, gross income and applicable deductions. Rents are calculated annually and on an interim basis if there is more than a 10% increase or decrease in income. **Annual rent recertifications are effective April 1st**

APARTMENT DOORS

Ring Doorbells: Residents may install a doorbell camera or other security camera at their individual dwelling entrance.

The camera must be installed in a manner that does not:

- Damage PHA property
- Interfere with the operation of doors or building systems

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- Obstruct common areas or emergency exits, or
- Unnecessarily capture the interior of another dwelling or other areas where residents have a reasonable expectation of privacy

Residents are responsible for complying with all applicable federal, state, and local laws concerning video and audio recording. The PHA is not responsible for the operation, maintenance, storage, disclosure, or use of recordings generated by resident-owned equipment. The PHA may require repositioning or removal of equipment that creates a safety, property, privacy, or legal concern.

Door Decorations: Decorations on apartment doors are allowed by the use of COMMAND STRIPS ONLY (no offensive materials). No nails, screws, tacks, or tape is allowed.

ANTI-DRUG POLICY

PHA is committed to providing its residents with a safe and drug-free living environment. PHA will endeavor to achieve this objective by:

1. Conducting comprehensive background checks that include screening applicants for drug-related and other criminal activity.

2. Further developing a cooperative working relationship with the Pittsfield Police Department and the Berkshire County Law Enforcement Task Force

3. Terminating the tenancy of any tenant if a household member or guest engages in drug-related or other criminal activity which has an adverse effect on the health, safety and welfare of other residents.

ANTI-HARASSMENT POLICY

Every resident of PHA's housing programs has the right to be free of harassment based upon race, color, religion, creed, sex, national origin, handicap, familial status, sexual orientation, gender identity, gender related characteristics or receipt of public assistance. PHA is committed to maintaining its housing developments as safe living environments in which each tenant respects the rights and privacy of other tenants.

HARASSMENT is any unwelcome verbal, written or physical conduct, including but not limited to, demeaning comments or behavior, slurs, teasing, mimicking, jokes, gestures, name calling, graffiti and stalking.

PHA will not tolerate harassment by employees, tenants or tenants' guests. The Lease requires that every Tenant and guest (1) conduct himself/herself in a manner which will not disturb his or her neighbor's peaceful enjoyment of their accommodations and will be conducive to maintaining the project in a decent, safe and sanitary condition and (2) refrain from activity which impairs the physical or social environment of the project.

PHA considers harassment of another tenant on any of the basis indicated above to be a violation of the lease and grounds for termination of the lease.

Residents who feel they have been harassed for any of the reasons indicated above are encouraged to immediately report the harassment to the Public Housing Manager or the Executive Director. Upon receipt of a

written statement from the complainant and authorization to contact the alleged offender, PHA staff will make

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every effort to resolve the complaint through mediation. Retaliation by the alleged offender will not be tolerated and will be grounds for termination of the lease. If mediation is unsuccessful, PHA will take other action deemed to be necessary and appropriate to end the harassment, including termination of the offender's lease.

ASSISTANCE ANIMALS POLICY *(Service or Emotional Support Animal)*



Individuals with a disability may request to keep an assistance animal as a reasonable accommodation. An assistance animal is an animal that works, provides assistance or performs tasks for the benefit of a ***person with a disability***, or that provides emotional support that alleviates one or more identified effects of a person's disability. An assistance animal is not a pet.
Individuals with a disability who need an assistance animal may request a Reasonable Accommodation

BUILDING SAFETY

Please be extremely watchful and cautious of safety hazards when PHA maintenance technicians and contractors are working in and around your building. If technicians are working outside, such as when they are mowing the lawn, they are not always able to see or hear someone near them - especially if they are working with a lawnmower and wearing earplugs! During the winter when they are plowing the parking lot, they are not able to see someone directly behind the truck. If at all possible, please stay in the building following a snowstorm, until the sidewalks and parking lot have been cleared of snow. SAFETY IS EVERYONE'S RESPONSIBILITY!

BICYCLES

Bicycles must be stored in one of the 4 bike racks located throughout the development. Bicycles may not be left unattended in the grassy lawn areas, gazebo, parking lots, entry areas, or stairways. See E-Bikes and E-Scooters for safety information.



CHANGES TO THE UNIT

Any changes either structural or cosmetic are not allowed to be made by anyone without first receiving written approval from the maintenance department. Written approval will be maintained in the tenant file. These types of changes are not limited to the following:

- Installing wallpaper or contact paper to walls or any other surface, including cabinets or countertops
- Changing paint color
- Changing lock sets on any door
- Drilling holes in walls or floors
- Removing any type of safety device

Should any changes be made, without prior authorization, you will be charged accordingly for labor and materials to return the unit to its original condition.

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COMMON AREA POLICY

The Pittsfield Housing Authority (PHA) maintains common areas for the safety, cleanliness, and peaceful enjoyment of all residents.

Common areas include, but are not limited to: hallways, sidewalks, stairwells, lobbies, laundry rooms, elevators, community rooms, restrooms, parking areas, and outdoor grounds.

- Common areas are for the shared use of residents and authorized guests. They are not part of any tenant's dwelling unit and may not be used as living or sleeping areas.
- Residents and guests must keep common areas clean, safe, and free of personal belongings, furniture, trash, or other obstructions.
- Alcohol is strictly prohibited in any common area.
- Hallways, stairwells, exits, entrances, and other means of egress must remain clear at all times.
- Windows in common areas may not be locked, blocked, propped open, or otherwise altered by residents. Windows are to be opened or closed only by PHA staff or as directed by PHA staff.
- Residents may not make alterations, attach items, or install equipment in common areas without prior written approval from the PHA.
- Residents and guests must not engage in conduct that creates excessive noise, a nuisance, safety hazard, or unreasonable disturbance to others.
- Children must be supervised at all times.
- The PHA may restrict access to a common area when necessary for maintenance, repairs, emergencies, modernization, safety, or other legitimate PHA purposes.
- Residents are responsible for the conduct of their household members and guests while on PHA property.
- Violations of this policy may result in appropriate action under the tenant's lease, PHA policies, and applicable federal and state requirements.

For outdoor shared spaces, see LAWNS, LANDSCAPING, AND PLANTER BOXES

COMMUNITY ROOM USE AND RENTAL

Community Rooms are shared spaces available for resident activities and gatherings. They are not considered private spaces, and residents may need to pass through one community room to access another. Personal belongings should not be left in community rooms. Items left unattended may be considered community property and are subject to removal or shared use.

Individual residents may rent the Community Room for private functions, such as birthday parties, showers, and other personal gatherings. Residents interested in renting the Community Room must obtain and complete a rental form from the PHA Receptionist.

Activities and events sponsored or organized for the benefit of the residents as a whole will take priority over requests for private use.

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The resident or designated group representative renting the Community Room must be present throughout the event and is responsible for:

- Any changes to the room setup and returning the room to its original configuration after use.
- Cleaning the room and leaving it in the same condition in which it was received.
- Any damage to the room, furnishings, or equipment that occurs during the rental period.

A $25.00 refundable rental fee is required at the time of reservation. The fee will be refunded provided the Community Room is cleaned, all furniture and equipment are returned to their original arrangement, and the room is left in its original condition. Any damage or failure to properly clean and restore the room may result in the withholding of all or part of the rental fee.

COMMUNITY SERVICE POLICY

The Quality Housing and Work Responsibility Act of 1998 requires that all nonexempt (see definitions) public housing adult residents (18 or older) contribute eight (8) hours per month of community service (volunteer work) or participate in eight (8) hours of training, counseling, classes or other activities that help an individual toward self-sufficiency and economic independence. This is a requirement of the public housing lease.

A full copy of the Community Service Policy is available on our website. or you can obtain a copy by contacting the Public Housing Manager

E-BIKES, MOBILITY SCOOTERS & POWER-DRIVEN MOBILITY DEVICES

The Pittsfield Housing Authority (PHA) allows the use of mobility devices—including mobility scooters, power wheelchairs, e-bikes, and other power-driven mobility devices—to support accessibility while maintaining safety for all residents.

This policy applies to residents, guests, and visitors using these devices anywhere on PHA property, including apartments, common areas, and outdoor spaces.

Use of Devices:

- Mobility devices are generally permitted in outdoor areas, parking lots, and accessible indoor spaces.
- Devices must be operated safely, at a walking speed, and must yield to pedestrians.
- Devices must be in good working condition.

Storage & Parking:

- Devices must be stored inside the resident's unit when not in use.
- Devices may not block hallways, stairwells, doorways, or emergency exits.
- Unattended devices are not allowed in common areas.

Charging & Safety:

- Charging is not allowed in hallways or other common areas.
- Only approved batteries and chargers may be used.
- Charging must be monitored and done safely to reduce fire risk.

Approval & Accommodation:

- Residents must request approval to keep or use a device on the property.
- PHA will review requests as reasonable accommodations under disability laws.
- PHA may set safety requirements but will not charge extra fees solely for use of a mobility device.

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Enforcement:

- Violations may result in warnings, loss of permission, or removal of the device if safety rules are not followed.
- Residents have the right to appeal decisions through established procedures.

PHA may review and update this policy as needed to address safety standards and new technologies.

The full E-Bikes, Mobility Scooters, & Power-Driven Mobility Devices Policy is available on the Pittsfield Housing Authority website.

EFFECTIVE COMMUNICATIONS POLICY

Pittsfield Housing Authority is committed to ensuring that its communications with applicants, program participants, employees and members of the public with disabilities is as effective as communications with others.

PHA will furnish appropriate auxiliary aids and services, where necessary, to afford individuals with disabilities, including individuals with hearing or visual disabilities, or individuals with limited English proficiency, an equal opportunity to participate in and enjoy the benefits of the programs and services of the PHA.

Examples of auxiliary aids and services include:

- Staff assistance with the completion of applications
- Telecommunication services of qualified sign language interpreters for persons with hearing impairments
- Large print, brailed, orally delivered or taped materials for persons with visual impairments
- Interpreters in the appropriate language for persons with limited English proficiency

PHA will give primary consideration to the choice of auxiliary aids and services requested by an individual with a disability or limited English proficiency.

Applicants requesting an auxiliary aid or services should make the request to the PHA staff person providing, reviewing or processing the application. Residents requesting an auxiliary aid or service should make their request to the Public Housing Manager

Requests for auxiliary aids or services for public events such as Board meetings, public hearings or other PHA support or sponsored events shall make their request to the Executive Director no later than forty-eight (48) hours prior to the event.

Applicants or Program Participants with a disability or with limited English proficiency that are not satisfied with PHA's response for an auxiliary aid or services may file a grievance in accordance with the applicable PHA Administrative Policy.

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ENERGY CONSERVATION CHECKLIST

The following is a list of operations and maintenance items that will improve the energy-efficiency of equipment and household items.



Range:

- Never use the range (oven and burner top) to heat a room.
- If you suspect the thermostat is not working (oven is too hot or cold), request repair.

Refrigerator:

- Keep surfaces of the refrigerator and freezer clean.
- Avoid opening refrigerator and freezer doors unnecessarily allowing cold to escape.
- Let hot dishes cool before putting them in the refrigerator.
- Do not overload the freezer.

Heating:

- Massachusetts heating season runs from September 15th through June 15th. The Massachusetts State Sanitary Code, specifically 105 CMR 410.201, outlines heating season and temperature requirements for residential dwellings. The code mandates that the temperature in every habitable room and room containing a toilet, shower, or bathtub must be at least 68°F (20°C) between 7:00 A.M. and 11:00 P.M., and at least 64°F (17°C) between 11:01 P.M. and 6:59 A.M. on days other than the heating season. The temperature must not exceed 78°F (25°C) during the heating season.
- Make sure you understand how your heating systems work. Ask Maintenance if you have any questions.
- Report broken or cracked windows immediately to the maintenance hotline.
- Do not block heaters with furniture or other objects.

Windows:

- Windows cannot be left open during the heating season. Damage due to burst water pipes, caused by windows left open, will be billed to the tenant

General Hints:

- Turn off unnecessary lights.
- Turn off TV, radio, and stereo when no one is using them.
- Turn off all appliances when you finish using them, including coffee pots.
- Immediately report a toilet which runs constantly to the Maintenance Hotline

FAIR HOUSING POLICY

EQUAL HOUSING OPPORTUNITY

Civil Rights, Including Title VI of the Civil Rights Act of 1964, Title V of the Civil Rights Act of 1968 (as amended by the Community Development act of 1974 and the Fair Housing Amendments Act of 1988), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title II of the American with Disabilities Act, any applicable State laws or local ordinances and any legislation protecting individual rights of tenants, applicants or staff that may subsequently be enacted.

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PHA will not discriminate because of race, color, sex, religion, familial status, disability, national origin, marital status, sexual orientation, gender identity, gender related characteristics, or receipt of public assistance.

PHA will not:

- Deny to any family the opportunity to apply for housing, nor deny to any qualified applicant the opportunity to lease housing suitable to its needs;
- Provide housing which is different from that provided to others;
- Subject a person to segregation or disparate treatment;
- Restrict a person's access to any benefit enjoyed by others in connection with the housing program;

- Treat a person differently in determining eligibility or other requirements for admission; or
- Deny a person access to the same level of services.

FIRE SAFETY INFORMATION

Smoke and Carbon Monoxide Detectors

A number of interconnected smoke/heat detectors are present in each apartment. When one detector senses smoke or heat, all detectors will emit a warning sound. For the safety of your family, never disconnect the smoke or carbon monoxide detectors or remove batteries. Tampering with a smoke or carbon monoxide detector could put your neighbors' lives in jeopardy, as well as those of your own family. It is a serious violation of your lease and could result in PHA terminating your lease and/or fines of up to $1,000.00 issued by the Pittsfield Fire Department. Any questions regarding the testing and/or operation of smoke and carbon monoxide detectors should be directed to the Maintenance Department at 617-591-1068.



(DO NOT USE SMOKE OR HEAT TO TEST THE DETECTOR).

If smoke from cooking has set off the smoke detector, reset it by waving a magazine or newspaper back and forth rapidly underneath it. It will continue to sound an alarm until the smoke is cleared.

Never disconnect the smoke or carbon monoxide detector or remove the battery.

Fire in Apartment

If there is a fire in your apartment, leave the apartment immediately and close the door behind you. Call 911 immediately, when safe contact the maintenance line or PHA main number.

Residents are encouraged to call the Pittsfield Fire Department at 413-448-9764 if they have any questions about fire safety.

GRIEVANCE POLICY & PROCEDURE

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If you disagree with a decision made or an action taken by the Pittsfield Housing Authority (PHA), you may have the right to file a grievance and appeal that decision through PHA's grievance process.

Additionally, if you believe that a decision or action was based on discrimination due to a disability or handicap, you have the right to file an appeal on that basis as well.

A full copy of the** PHA Grievance Policy and Procedure **is available on our website. or you can obtain a copy by contacting the Public Housing Manager.

Grievance Request

To Public Housing Manager
(within 10 days of the grievable event)

Informal Settlement Meeting Scheduled
(within 10 days of request)

Summary of Informal Settlement to Tenant and File
(within 5 business days)

Grievance Hearing Request
(Request in writing within 5 business days of receipt of informal settlement)

No Grievance Request
Informal Settlement becomes final

Hearing Officer Schedules Hearing
(within 10 business days of request)

Written decision from Hearing Officer
(within 10 business days after the hearing)

A full copy of the** PHA Grievance Policy and Procedure **is available on our website. or you can obtain a copy by contacting the Public Housing Manager.

GRILLS

Charcoal Grills are NOT permitted

Gas Grills & Propane Tanks

- Only one (1) propane tank may be maintained with the grill.
- Grills with a propane tank attached must be located at least ten (10) feet from buildings, porches, decks, entrances, and other structures, or farther if required by applicable fire code or PHA.
- A propane tank may not be stored or used inside apartments, hallways, breezeways, stairways, storage rooms, enclosed areas, or other areas that may obstruct an exit or create a safety hazard.
- Residents may not use a damaged, leaking, or defective propane tank or grill.

General Safety Requirements

Residents must:

- Never leave a lit or hot grill unattended;
- Keep grills away from entrances, exits, walkways, combustible materials, and areas where they may obstruct emergency access;
- Move grills when requested by PHA staff or maintenance personnel;
- Immediately stop using a grill that appears unsafe or defective; and
- Follow all applicable federal, state, and local laws, fire-safety requirements, PHA rules, and manufacturer's instructions.

Emergency or Unsafe Conditions

If a resident smells propane, observes a propane leak, or experiences a grill fire, the resident should move away from the area and contact 911 or the appropriate emergency service when necessary. Residents should not attempt to repair a leaking propane tank or otherwise place themselves or others at risk.

GUESTS

No guest may stay in your unit for more than 14 consecutive days and nights within a calendar year.

Determining Residency:
A person may be considered to be residing in your apartment, rather than visiting, even if:

- They do not stay every night.
- They work overnight and visit during the day.
- They use your address as their mailing address.

Boarders Not Allowed:
A person who is without permanent housing will not be considered a guest and will be classified as a boarder. Tenants are not permitted to house boarders.

Family and friends are welcome to visit you in your home. However, as the tenant, you are responsible for the behavior of your guests at all times.

INCIDENT REPORT POLICY

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Filing an incident report helps ensure the safety, well-being, and proper documentation of events that affect residents, staff, or property. Here's how the process typically works and what should be reported.

Complete an incident Report

- An incident report is available at our main office, located at 65 Columbus Ave or on our website

Complete the Report Promptly

- Include the following details:
  - Date and time of the incident
  - Location
  - Individuals involved (if known)
  - Description of what happened
  - Names of any witnesses (if applicable)
  - Your contact information
- Stick to facts—avoid opinions or assumptions.

Submit the Report

  - Return the form to the PHA Main office, 65 Columbus Ave, by mail or by email.
  - You may request a copy for your records.

A full copy of the** Incident Report Policy **is available on our website. or you can obtain a copy by contacting the Public Housing Manager.

INSPECTIONS

Annual

At least once a year, an inspection will be completed of your apartment to identify repairs or preventative maintenance work that is needed, and to ensure that the apartment is being properly maintained and up to the expected standards. You will be given approximately a 30-day notice of this inspection.

Basic housekeeping standards are as follows:

- All floors and walls are kept clean;
- Kitchen appliances, cabinets and counter tops are kept clean and uncluttered;
- The bathroom is clean, including, the sink, toilet and tub;
- No trash or debris is allowed to accumulate in the apartment;
- The apartment must not be cluttered with excessive contents; and
- There must be a clear path, with no trip hazards, to all egress.

Smoke and carbon monoxide detectors will be checked annually to assure that they are working properly. Additional areas and items related to health and safety concerns will also be checked as a part of this annual inspection.

If your inspection fails due to the need for maintenance repairs, a work order request will be generated for any necessary repairs to be completed. If the need for repairs is due to tenant damage

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or neglect, you may be charged in accordance with the maintenance charge policy. If your apartment is cited for poor housekeeping, a follow-up inspection may be scheduled to allow you an

opportunity to bring your apartment up to the expected standard and a referral may be made to the Tenant Preservation Program (TPP), or Board of Health. Additional periodic follow-up inspections may be scheduled to assure PHA staff that housekeeping standards will continue to be met. Failure to maintain basic housekeeping standards is a violation of your Lease.

Move-Out inspection

See Move Out Policy



KEYS/LOCKS

You have received an apartment and mailbox key. There is a charge for replacement keys, which may be ordered from the Maintenance Department. A photo ID must be presented.

Additional locks, including chain locks, installed on any door in your apartment are not permitted. Any rekeying of apartment door locks is strictly prohibited. Additional locks will be removed by PHA at the tenant's expense.

LAUNDRY ROOM

The laundry room is located in the community room and is open from 8:00 AM – 8:00 PM every day. The laundry room is for tenants only. The washers and dryers use a smart card payment system. Cash cannot be used to pay for the washers or dryers. If there is a problem with a washer, dryer, or Smart Card machine, please contact the phone number on the machine.

LAWNS, LANDSCAPING, AND PLANTER BOXES

The Pittsfield Housing Authority (PHA) maintains lawn areas and common outdoor spaces for the enjoyment and use of all residents. These areas are shared spaces and must be kept safe, clean, and accessible for residents, visitors, and PHA maintenance staff.

Residents are expected to follow the guidelines below to ensure that common lawn areas remain attractive, usable, and accessible to everyone.

Lawn Furniture and Mowing Requirements

- Lawn furniture, chairs, tables, grills, yard toys, and other personal outdoor items may be placed in designated lawn areas for temporary use.
- Residents are required to move all lawn furniture, grills, and yard toys from lawn areas to paved walkways or other designated paved areas by the evening before scheduled lawn mowing.
- PHA will provide residents with a lawn maintenance schedule before the start of each mowing season.

Toys, Recreational Items, and Personal Belongings

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- Toys, balls, bicycles, sporting equipment, and other personal belongings may be used in appropriate outdoor areas.
- All toys, recreational equipment, and other personal belongings must be picked up and removed from lawn areas after each use.
- Items may not be left scattered throughout the lawn, landscaping, or common outdoor areas.
- Residents are responsible for ensuring that their children, household members, and guests follow these requirements.

Solar Lights and Decorations

- Solar lights, landscape lighting, decorative stakes, garden ornaments, and similar items are not permitted in grassy areas.

Planter Boxes and Gardening

PHA will designate an area for resident planter boxes and will provide each household with one planter box for personal gardening use.

The following requirements apply:

- Each household will be provided with one planter box. Planter boxes must remain in the designated gardening area.
- Residents may use their assigned planter box to grow flowers, herbs, vegetables, and other appropriate plants.
- Residents may not plant directly in common lawn areas or install additional garden beds or containers outside the designated area.
- Residents are responsible for maintaining their planter box, including watering, weeding, removing dead plants, and keeping the area neat and orderly.
- Planter boxes may not be modified, relocated, or replaced without PHA approval.
- Residents must remove personal gardening supplies, tools, and other belongings when not in use and may not leave them scattered throughout the gardening area.

Enforcement and Responsibility

Residents are responsible for the conduct of their household members and guests and for ensuring compliance.

PHA reserves the right to require the removal or relocation of personal items that interfere with grounds maintenance, create a safety hazard, damage landscaping, or negatively affect the use and enjoyment of common areas by other residents.

PHA is not responsible for the loss, theft, or damage of personal items left unattended in the common area lawn.

Violations may result in a written notice requiring correction. Continued or repeated violations may be addressed in accordance with the applicable lease provisions and PHA policies.

PHA reserves the right to temporarily restrict access to lawn areas when necessary for mowing, landscaping, repairs, weather conditions, or other maintenance activities.

MAILBOXES

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Mailboxes are located on the property near the community room. Outgoing mail may be deposited in the designated slot. Please contact the Post Office to set up mail forwarding and handle address changes.

MAINTAINING GOOD RELATIONS WITH YOUR NEIGHBORS

- PHA has a Social Aggression Policy
- We recognize that many people living together in a large building is not always an easy task. However, positive interactions occur when neighbors practice basic respect for one another. Please remember that your neighbor does not want to hear arguments inside or outside of your apartment.

- Please be mindful that voices and noise carry in multifamily housing. Set the volume of your TV or stereo so that it doesn't carry through the walls, floor or ceilings to your neighbor's apartments. If you find you need the volume of your television or stereo at a higher level due to a loss of hearing, please consider the use of headphones.

- If you experience conflict with a neighbor, we expect you to try to work it out directly with him or her. If this does not work, call and report the problem to the Federal Public Housing Specialist. The housing Specialist will encourage both parties to get together to work out their differences or offer mediator services if necessary. We highly encourage both neighbors to participate in this process. In most cases, mediation of tenant disputes is highly effective.

MAINTENANCE REPAIRS

All Public Housing residents can make a request for service and repairs for their unit by calling the 24-hr maintenance service phone (413) 443-7100 or (617) 591-1068. When requesting a work order, the operator will ask for information such as address, a description of the work required, permission to enter, and phone number. PHA is responsible for any needed repairs caused by normal wear and tear. A maintenance fee may be charged when residents or their guests are responsible for damages to the apartment.

EMERGENCY MAINTENANCE REQUESTS

An emergency maintenance request involves a condition that requires immediate attention because it presents an immediate threat to the health or safety of residents, creates a serious risk of property damage, or affects an essential building system or service.

Please do not ask maintenance workers to make repairs. They are not allowed to do any work that has not been assigned to them.

For a current list of conditions considered emergency maintenance requests, please visit the Pittsfield Housing Authority website.

Schedule of Maintenance Charges (Page 1)

SCHEDULE OF MAINTENANCE CHARGES

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The following is a list of charges that may be charged to the tenant for damages resulting from neglect, abuse, or anything beyond normal wear and tear. The head of household is responsible for any such damages caused by members of their household or their guests.

Please note that the amounts listed do not necessarily reflect the full cost of repair or replacement. Tenants will receive a notice outlining the actual costs incurred. If a specific repair or replacement is not included in the list, the Housing Authority reserves the right to assess the damage, determine the appropriate cost, and issue a charge to the tenant with proper notice.

ITEM	TENANT CHARGE	NOTES
Trades Hourly Rate (Burden)	$65.00	
Maintenance. Tech Hourly Rate (Burden)	$50.00	
Time & Materials = T&M	T&M	
Vendor service required for special service		* Vendor Charge - Resident will be charged accordingly, per vendor's invoice.
Lockouts - After Hours	$50.00	*PHOTO ID REQUIRED
Full lockset replacement	$ 100.00 - $225.00	
Entrance door re-key (2 cores)	$30.00	
Entrance door re-key (3 cores)	$35.00	
New Key (unit or mailbox)	$5.00 - $10.00	
Key Fobs	$15.00	
Replace Mailbox lock	Cost at Post Office	*Resident contact post office and direct pay cost.
Passage lockset	$20.00	
Privacy lockset	$25.00	
Clogged toilet (PHA maintenance)	$50.00	
Complete Toilet Set	$250.00	
Toilet tank lid	N/A	Full tank replacement will be necessary
Toilet seat	$20.00	
Bathroom Sink Replacement	$80.00	
Sink Strainer	$5.00	
Bathroom Fixtures	$10.00 each item	(soap dish, towel bar, etc)
Faucet handles (all types)	$10.00	
Replace bath faucets	T& M	
Medicine cabinet mirror	$40.00	
Medicine cabinet glass shelf	$20.00	
Refrigerator	Cost	
Stove	Cost	
Stove Drip Pans	$25.00 Set	
Replace kitchen faucets	$80.00	
Electrical duplex receptacle	$5.00	
Electric wall switch	$5.00	

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Schedule of Maintenance Charges (Page 2)

SCHEDULE OF MAINTENANCE CHARGES		
ITEM	***TENANT CHARGE***	***NOTES***
Smoke Detector (hardwired)	***$70.00***	
Thermostat	***$30.00***	
Unit ceiling fixture	***$40.00***	
Exterior door or hall light fixture	***$35.00***	
Exterior door light or hall light globe	***$20.00***	
DS 1 Window	***COST***	
Complete Window Repair	***COST***	
Window sash replacement	***$75.00 - $150.00***	
Mini Blinds (All)	***$20.00 each***	
Screen repair	***$12.00 - $25.00***	
Screen replacement	***$40.00***	
2 1/4 Ranch door casing	***$8.00***	
Storm Door Glass Replacement	***$15.00***	
Closet door latch	***$10.00***	
Storm Door	***$320.00***	
Storm door latch	***$20.00***	
storm door closer	***$20.00***	
Interior door 28"	***$150.00***	
Interior door 30"	***$150.00***	
Interior door 32"	***$150.00***	
Exterior door	***T&M***	***Materials plus $400.00 for install***
Repair or replace wall cabinet	***T&M***	
Repair or replace backsplash	***T&M***	
Repair or replace countertop	***T&M***	
Repair or replace base cabinet	***T&M***	
Patch large holes/Repaint 12" plus	***$100.00***	
General Maintenance Repair	***$200.00***	
Items Disposed of at Move Out will be at Cost	***T&M***	
Garbage/Debris Removal/ Per Offense	***$25.00 + additional***	***Min. $25.00 and increases based on amount***
SANITATION		
Improper disposal of trash	***$60.00***	***(bags or boxes) per item***
Improper disposal of bulk trash	***$200.00***	***(furniture, carriages, ETC - each piece)***
EXTERMINATING		
Removal of bait, traps and monitors	***$ 60.00***	**** Tenant Citation / Lease Violation***

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MARIJUANA/CANNABIS

Federal law classifies marijuana as a Schedule I controlled substance. Although Massachusetts law permits the

use of medical and recreational marijuana, marijuana remains illegal under federal law.

Because PHA housing is federally assisted, federal law and U.S. Department of Housing and Urban Development (HUD) requirements apply. The use, possession, cultivation, sale, or distribution of marijuana is prohibited on PHA property, including medical marijuana use, even with a valid medical marijuana registration or certification.

Tenants are prohibited from cultivating marijuana in or around their apartments. The PHA may terminate tenancy when a household member illegally uses a controlled substance or when such use, or a pattern of illegal use, is determined to interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents.

MISCELLANEOUS TIPS

- When you inspected your apartment before moving in, you were shown the location of your electric panel box. This panel box supplies power to all of your electrical appliances, heaters, and outlets. Be sure none of the breakers have been tripped to the off position. Also, HUD policy mandates that this panel box must be accessible at all times and not be covered by furnishings or appliances.

- Residents must supply their own drapes, curtain rods (using small screws or nails)

- Residents are allowed to hang pictures on the wall. Please use adhesive-type hangers such a Command strips. Do not use nails or tacks. Nothing may be mounted to the ceiling.

- Report any leaky faucets or signs of slow drainage in sinks or your tub; these problems will only get worse without attention. Please do not put cooking grease or foreign debris down the kitchen drains. This will cause the drains to back up and become clogged. Cooking grease should be placed in a sealed container and disposed of with the trash.

- Only use mild non-abrasive cleanser on all appliances, closet doors, cabinets, and counter tops in the kitchen and bathroom. Your stove and refrigerator should be kept clean. Use oven cleaner only inside the oven; never on the surface or the burners. Soil on your stove top will be harder to remove if not cleaned regularly. The inside of your refrigerator should be cleaned with a mild detergent and water. Rinse well and dry.

MOLD AND MILDEW

- Mold and mildew can be a problem in your apartment if there is excessive moisture. You can prevent mold and mildew by taking the following steps to reduce and control moisture:
- Run the bathroom fan while and after showering or bathing, until excess moisture has been removed.
- Report any water leaks in the apartment immediately.
- Wipe up any condensation that may accumulate on the windows during cold weather.
- If you discover any mold on walls (usually in closets or corners) move possessions away so that air can circulate and clean off with a mold-killing cleanser.
- If the problem persists, notify Maintenance.

MOVE OUT POLICY

This lease may be terminated by Tenant at any time by giving thirty (30) days advance written notice to

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PHA, after the initial 1-year term.

You or your representative are responsible for removing all personal belongings from the unit.

Apartment must be left empty and in clean condition (including refrigerator, cabinets, closets and front and back doorways) and should be broom swept.

Applicable to only the Elderly/Disabled Apartments - Cable box must remain in the apartment. Do not return to the office.

A move-out inspection *may be pre-scheduled when notice is given,* but *must* be scheduled at least 7 days before move-out by calling 413-443-7100 or 1-617-591-1068. Move-out inspections will be scheduled on one of the last (2) business days of the move-out month, or on the 1 business day after the move-out, between 1pm-3pm.

If you are not prepared to vacate and surrender your keys at the scheduled move-out inspection, please call and **reschedule**. All keys must be surrendered at the conclusion of the move out inspection. Failing to prepare to vacate and return keys may result in additional days' rent being accrued. Keys will not be accepted without a completed move-out inspection.

You will be charged for any damages beyond normal wear and tear, and failure to remove/clean upon move out as necessary

Failure to adhere to the Move-Out Policy—including, but not limited to, leaving the unit in poor condition, abandoning personal belongings, failing to return keys, or failing to provide proper notice—will result in charges being assessed to my account. These charges will be pursued to the fullest extent allowed under local, state, and federal law.

Unresolved accounts or outstanding charges *will not be ignored*. The Pittsfield Housing Authority will actively pursue collection through legal means, and such debts may be reported to credit bureaus and collection agencies. Additionally, failure to comply with the Move-Out Policy or to settle outstanding balances may result in **ineligibility for future housing assistance programs**, including but not limited to Section 8 vouchers and other federal/state subsidized housing programs—both within and beyond Pittsfield.

NOISE

The City of Pittsfield has an ordinance dealing with Noise Control. It prohibits excessive and disturbing noise at all hours of the day. It is the goal of the ordinance to allow all residents of Pittsfield to peacefully coexist in a manner which is mutually respectful of the interests and rights of others. It prohibits any noise which disturbs the peace, quiet or comfort of the public or in such a manner as to be audible through walls between units within the same building. Violation of this ordinance is not only enforceable by Pittsfield Police, but also is a violation of your lease. Because this is an apartment complex, you can expect to hear some everyday noise from neighboring units, in particular those above or below you. We ask that you be tolerant of occasional noise that is not excessive. If you feel that your neighbor is violating the noise ordinance, please complete an incident report from the main office and/or call the police if necessary. City of Pittsfield Noise Ordinance Chapter 13 ½ Section (m) sound nuisance and (n) amplification devise

NON DISCRIMINATION POLICY

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Section 504 of the Rehabilitation Act of 1973 Policy Statement. Pittsfield Housing Authority does not discriminate against individuals with disabilities in housing programs and employment. PHA will consider all requests for Reasonable Accommodations to assure persons with disabilities that they may fully access and utilize our housing programs and related services. Please contact the Public Housing Manager with all questions and requests regarding accessible apartments and reasonable accommodations.

NOTIFICATION OF RIGHTS AND OBLIGATIONS - VAWA ACT

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women; they are available equally to all individuals regardless of sex, gender identity, or sexual orientation.

You have been provided with information regarding your VAWA rights and obligations. Please contact the Public Housing Manager if you need more information.

PARKING & TOWING POLICY



General Parking Information

- PHA parking areas are not assigned to specific tenants or apartments.
- All parking spaces are available on a first-come, first-served basis.
- Possession of a Tenant Parking Sticker does not guarantee or reserve a parking space.

Parking Stickers

- Each household is eligible to receive one (1) Tenant Parking Sticker.
- The parking sticker must be displayed in the rear window of the tenant's vehicle at all times while parked on PHA property.
- Vehicles parked outside of designated visitor parking areas without a valid sticker may be ticketed and/or towed at the owner's expense if not moved upon notice.

Vehicle Registration Requirements

- At each annual recertification, tenants must review and update their parking sticker registration form and provide a copy of any vehicle registration renewals, if updated.

- Tenants are responsible for notifying PHA of any changes in vehicle ownership or registration during the lease term.

Visitor Parking

- Visitor parking spaces are available on a first-come, first-served basis.
- Visitor parking may be used by guests, home health aides, personal care attendants, and additional household vehicles not assigned a tenant sticker.
- If visitor spaces are unavailable, vehicles must be legally and safely parked off PHA property.

Unregistered or Uninsured Vehicles

- Unregistered, abandoned, or inoperable vehicles are not permitted on PHA property.
- Tenants must remove any prohibited vehicle within ten (10) days of written notice from PHA.
- Vehicles not removed within the required timeframe may be towed at the owner's expense.

Parking Rules and Restrictions

- Vehicles must be parked entirely within marked parking spaces and between painted lines.

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- Parking is prohibited in:
    - Parking lot entrances:
    - Fire lanes;
    - Sidewalks or walkways; and
    - any area not designated as a parking space.
- Parking or driving on lawns, landscaped areas, or walkways is strictly prohibited.
- Tenants are financially responsible for any property damage caused by themselves, household members, or guests.
- Mopeds and motor scooters are prohibited from parking in PHA Parking lots.
- Recreational vehicles (RV's) are strictly prohibited from being operated, parked, or stored on Pittsfield Housing Authority property. This includes boats, utility trailers, campers, ATV's, dirt bikes, mini bikes, snowmobiles, and go karts.

Vehicle Maintenance and Repairs

- Vehicle repairs, maintenance, dismantling, or storage of partially assembled or inoperable vehicles on PHA property, including parking lots and parking spaces, are prohibited.
- PHA assumes no responsibility for damage to or loss of vehicles parked on its property.

Winter Parking and Snow Removal

- After any snowfall or snowstorm, tenants are responsible for clearing snow and ice from their vehicles.
- On the day following a snowstorm, tenants must move their vehicles from the parking area when directed by PHA staff so maintenance crews can fully plow and clear the lot.
- Notices may be provided through posted signs, building announcements, phone calls, text messages, or door notices directing residents when vehicles must be moved.
- Vehicles not moved during snow removal operations may be ticketed and towed at the owner's expense so plowing equipment can safely clear the lot.

Towing and Enforcement

- PHA reserves the right to tow vehicles that violate this policy without further notice, where permitted by law, including but not limited to:
    - Unauthorized parking;
    - Blocking entrances or emergency access;
    - Expired registration;
    - Abandoned vehicles; or Repeated violations of parking regulations.
- All towing and storage fees are the sole responsibility of the vehicle owner. Towing and storage will be located in Pittsfield.

Lease Violations

Failure to comply with this Parking and Towing Policy constitutes a violation of the tenant's lease and may result in lease enforcement action, including warnings, fines where permitted, or termination proceedings in accordance with applicable law and lease requirements.

PEST CONTROL

Pest problems can be an issue in multifamily buildings. However, basic housekeeping parameters can prevent, or eliminate pest populations from becoming established in the first place. Tenants have an obligation to report any sighting of pests to PHA building operations immediately. Failure to report pests found in your apartment, and to follow the protocol for infestations will place the burden of cost for eradication on the tenant. You may be charged for extermination costs within your apartment, and if a

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spread of the infestation can be reasonably determined to originate from your apartment, you will be found responsible for additional costs for treatment in other infested apartments.

Residents may not bring donated furniture, mattresses, items that have been discarded, items collected from the street or items from unknown sources into the development. Residents who have been exposed to bedbugs or suspect that they may have bedbugs in the apartment, must notify the property manager immediately. Early detection and management is crucial to control an outbreak of bedbugs.

If pests are detected in our apartment, you are required and expected to fully comply with all requirements and instructions of the Exterminator and PHA in order to eradicate the problem. It is your responsibility to prepare the unit for treatment**. Failure to fully cooperate will be deemed a material violation of the lease and you will be responsible for the cost of extermination.**

PET POLICY



Tenants may have a maximum of two pets per household, one of which may be a dog, subject to the terms, conditions and restrictions of the Pet Policy. Please review the Pet Policy carefully before considering a pet.

Bringing a dog, cat or other pet into your apartment or on the property without prior approval is a serious lease violation. You will be required to remove the pet, formally request to add the pet, pending approval, or a lease termination will be issued

A copy of the Federal Public Housing Pet Policy is available on our website, or you may request a copy from the Federal Public Housing Manager.

POOLS

Small kiddie pools with a maximum height of **8 inches** are permitted on the premises, subject to the following rules:

- Kiddie pools must be used under the direct supervision of a responsible adult at all times when children are present.
- **All pools must be completely emptied every night after use** and whenever they are not being actively supervised. Pools *may not* be left filled with water overnight.
- Pools must not block sidewalks, entrances, exits, accessible routes, or other common areas.
- Pools must be emptied, cleaned, and stored properly when not in use to prevent standing water, insect breeding, and safety hazards.

The Pittsfield Housing Authority reserves the right to require the removal of any pool or water-play equipment that creates a safety concern, damages property, or interferes with the rights of other residents. Failure to comply with these rules may result in further action in accordance with applicable PHA policies and the lease.

PRIVACY RIGHTS POLICY

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All information in applicant and tenant files is considered to be confidential, except that Pittsfield Housing Authority (PHA) may disclose information in tenant or applicant files to other public agencies, utility companies or non-profit organizations in furtherance of the operations or business of PHA. PHA may also disclose information relating to the tenancy of former PHA tenants and program participants to landlords who are seeking references and to credit bureaus. Medical information and information concerning a disability of any tenant or applicant will not be disclosed by PHA to any person or organization without a written release from the tenant or applicant in question.

Except for disclosure of information to landlords seeking references and to credit bureaus, any tenant or applicant who wishes to limit disclosure of information by PHA as provided above must notify the Public Housing Manager of his/her wishes in writing.

PHA will keep all information received involving domestic violence, dating violence, sexual assault or stalking confidential, unless the victim requests or consents in writing to disclosure, the information is required in an eviction proceeding or disclosure is otherwise allowed by law. In addition, PHA will comply with the provisions of confidentiality laws and regulations that apply to PHA.

REASONABLE ACCOMMODATION POLICY AND PROCEDURES

Pittsfield Housing Authority is committed to ensuring that its policies and procedures do not deny individuals with disabilities the opportunity to participate in, or benefit from PHA's programs, services and activities.

If a person with a disability requires an accommodation, PHA will provide the accommodation unless doing so will result in a fundamental alteration in the nature of the program or an undue financial and administrative burden.

A person with a disability may request a reasonable accommodation at any time during the application process or residency in housing owned or managed by PHA. Requests may be made orally or in writing.

Requests for reasonable accommodations relating to residency in housing owned by the PHA should be made to the Reasonable Accommodation Coordinator.

The decision to approve or deny a request for a reasonable accommodation is made on a case-by-case basis and takes into consideration the disability, the needs of the individuals as well as the nature and requirements of the program or activity in which the individual seeks to participate.

Individuals requesting a reasonable accommodation will be provided with a Request for Reasonable Accommodations form. An alternative format will be provided upon request. Individuals may submit their request in writing, orally, or by any other equally effective means of communication.

PHA will request verification of the disability and the accommodation needed from a knowledgeable Professional identified by the individual requesting the accommodation.

Upon receipt of the verification, PHA will promptly review the request. If additional information or documentation is required, PHA will notify the individual, in writing, of the need for additional information or documentation.

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Upon the receipt of all required information and documentation, PHA will promptly advise the individual

of the approval or denial of the request. If the request is denied, the individual will be provided information on appeal rights, if any, in accordance with the applicable PHA Administrative Policy.

An applicant or resident may, at any time, exercise their right to appeal a PHA decision through the Department of Housing and Urban Development or the U.S. Department of Justice.

Individuals may contact the HUD Boston Fair Housing Hub Office at 1-800-827-5005.

A copy of the Reasonable Accommodation Policy and Procedure is available on our website, or you may request a copy from the Federal Public Housing Manager.

RECREATIONAL VEHICLES

Recreational vehicles (RV's) are strictly prohibited from being operated, parked, or stored on Pittsfield Housing Authority property. Recreational vehicles include, but are not limited to:

- Boats;
- Utility trailers;
- Campers
- ATVs;
- Dirt bikes;
- Mini-bikes;
- Snowmobiles;
- Go-carts

Any prohibited recreational vehicle found on PHA property may be towed without notice, whether or not the vehicle is registered, inspected, or operational.

RECORDS REQUEST

- The records requestor must complete a PHA Records Request form and submit it to the Records Access Officer (RAO). The request form is available on our website or at the PHA office at 65 Columbus Ave.
- The RAO will date/time stamp the request and will acknowledge receipt within 3 business days of the request.
- The RAO will complete the request within 10 Business days.

Record Request Fees

- A reasonable fee (not exceeding actual cost) *may* be charged for producing public records.
- Electronic records are typically provided without copying fees.
- Paper copies *may* be charged at up to $0.05 per page.
- Fee waivers or reductions may be granted if the requester demonstrates financial hardship.

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TRAMPOLINES, SLIP & SLIDE and SPRINKLERS

- Trampolines, Slip & Slides, and Sprinklers are strictly prohibited. These activities present unacceptable risks, including accidents and injuries.

RELIGIOUS DISPLAY POLICY

Residents of PHA housing have a variety of beliefs concerning matters of religion and PHA respects the right of each of its residents to his or her individual beliefs. PHA understands the desire of some of its residents to express themselves by displaying religious symbols in common areas. The PHA is also mindful of others who are not comfortable with such displays. Since it operates housing for persons of many religions and for those who may have no religious beliefs, PHA requires that those who use its common facilities, including any tenant organization, be sensitive to the variety of beliefs concerning religion among its residents and be inclusive in their use of holiday and seasonal decorations.

PHA will allow the display of nominal religious symbols for a limited period of time (no more than three weeks total duration) around major religious holidays, provided such symbols appear as part of an overall holiday display that is secular or seasonal in nature. Other more prominent symbols may be displayed only on actual specific religious holidays or while religious services or religious meetings are being conducted.

RENTER'S HOUSEHOLD INSURANCE

PHA is not responsible for and does not carry insurance for your personal belongings or for additional living expenses if your apartment is temporarily uninhabitable. This includes damage caused to your personal property by the actions or inactions of another resident.

We strongly encourage all residents to purchase renter's insurance which will cover the replacement cost of their personal belonging and 'additional living expenses'. Rental insurance is usually very affordable.

PHA is not responsible for damage to or theft from your automobile when it is parked in the PHA parking lot. You should carry comprehensive insurance on your automobile to protect you should such loses occur to your car at any time or location. You can check with your insurance company for discounts for holding multiple policies for auto and household insurance.

RESIDENT ADVISORY BOARD

Resident Advisory Board (RAB) is a group of six Federal Public Housing tenants, and Housing Choice Voucher Program (Section 8) participants, who are appointed by the Board of Commissioners. The RAB's primary role is to advise PHA on policies, programs, and initiatives that affect their communities, ensuring that residents' voices are heard in the decision-making process. If a tenant is interested in serving on the RAB please reach out to the Public Housing Manager for more information.

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RENT COLLECTION POLICY



Payment Due Dates:

- Rent is due on the 1st of each month.
- Payment must be made no later than the 5th of the month.
- Payment must be in the form of a check or money order – cash will not be accepted.

Late Payment Protocol:

- If payment is not received by the 5th and no alternate arrangement has been agreed upon, the PHA will call the family to discuss late or partial payments.
- Second consecutive month of non-payment or failure to pay rental arrears will result in a referral to budget/mediation services.
- If the tenant declines mediation and continues to not make full payment, a 30-day Notice to Vacate will be issued.

Late Fees:



- A $25.00 late fee may be charged if rent is not received by the last day of the calendar month.
- Late fees are due 14 calendar days after billing.
- If a grievance hearing is requested within the required timeframe, the PHA will not take action for non-payment until the grievance process is concluded.
- Late fee waivers may be considered for documented financial hardship on a case-by-case basis.

Returned Checks:

- If a check is returned for insufficient funds or written from a closed account, rent will be considered unpaid.

SECURITY

- Be watchful of any strangers in your building.
- Keep an eye on your neighbor's apartment if you know your neighbor is out.
- Never leave your apartment with doors unlocked.
- 911 or Security @ 413-553-7463 if you see something suspicious

Security Cameras and Footage

Security cameras are located throughout the property for safety and security purposes. **Only police are permitted to review security camera footage.** Residents and staff may not view or access recorded footage. Requests for footage must be directed to the appropriate police department.

SMOKE FREE POLICY



Dower Square is a Smoke-Free Property.
This includes all indoor areas—apartments, common areas, entryways, and hallways.

Smoking is strictly prohibited on PHA property

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Violations of the Smoke- Free Policy:

- 1st Violation – Informal Conference
- Failure to attend the conference will result in a Notice to Quit
- 2nd Violation – Notice to Quit issued

Note: Tenants are responsible for their guests' actions. Lease violations will be issued if a guest smokes on the property.

A full copy of the Smoke-Free Policy is available on our website or by contacting the Federal Public Housing Manager.

SNOW REMOVAL

The Pittsfield Housing Authority (PHA) makes every reasonable effort to keep parking areas, driveways, walkways, and building entrances safe and accessible during winter weather.

Residents are responsible for removing snow and ice from their own vehicles and for moving vehicles as directed to allow snow removal operations. PHA maintenance staff will plow parking areas and clear walkways and entrances as weather conditions permit.

PHA may use its One Call notification system to provide information regarding parking restrictions, snowstorms, and snow removal schedules. Residents should keep their contact information current with the Management Office.

For safety reasons, residents and visitors should not approach snow removal equipment while it is in operation.

Vehicles that are not moved as directed may be towed at the owner's expense.

The complete Snow Removal Policy is available on the PHA website and from the Management Office upon request.

SOCIAL AGGRESSION, HARASSMENT & BULLYING POLICY

The Pittsfield Housing Authority (PHA) is committed to providing a safe and respectful living environment for all residents, staff, and visitors. Harassment, bullying, intimidation, threats, stalking, and other hostile behavior will not be tolerated.

This policy applies to all PHA properties, including common areas and online conduct that affects the housing community. It protects individuals from harassment based on protected characteristics such as race, color, religion, national origin, sex, disability, age, sexual orientation, and gender identity, in accordance with fair housing laws and the Violence Against Women Act (VAWA).

Prohibited Conduct Includes:

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- Harassment, bullying, or intimidation of any kind
- Threats, coercion, or stalking
- Retaliation against anyone who reports misconduct
- False reporting
- Violating safety measures such as no-contact directives

Reporting & Support:
Residents and staff may report concerns in person, by phone, email, or in writing. Anonymous reports are accepted. In emergencies, call 911. PHA provides language assistance and reasonable accommodations to ensure access to the reporting process.

PHA Response:
PHA will promptly assess safety, may coordinate with law enforcement, and can implement interim measures such as no-contact orders, safety planning, or referrals. Investigations are conducted in a timely manner using a "preponderance of the evidence" standard.

Outcomes May Include:

- No violation found
- Mediation or informal resolution
- Warnings or behavioral agreements
- Lease enforcement, up to and including eviction
- Lease bifurcation (where permitted under VAWA)

Residents have full due process rights under applicable grievance procedures and **760 CMR 6.00**.

Additional Protections:

- Retaliation is strictly prohibited
- Confidentiality will be maintained as required by law
- Victims may request transfers under PHA policy
- Complaints may also be filed with state or federal fair housing agencies

For complete details, please visit the full policy available on the Pittsfield Housing Authority website.

STORAGE

No storing items under the staircases, landings of the staircase or hanging over the stair railings. No storing items in the front nook entrance of unit. Do not block front or back egress.

TELEPHONE NUMBERS

Your telephone number must be on file at the PHA office at all times. If your number changes for any reason, you are required to give the office your new number. This information will be kept confidential and is only for our use.

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TOWING – See Parking & Towing

TRAMPOLINES, SLIP & SLIDES AND SPRINKLERS

- Trampolines, Slip & Slides, and Sprinklers are strictly prohibited. These activities present unacceptable risks, including accidents and injuries.

TRANSFER POLICY



The PHA may transfer tenants from one apartment to another under the following circumstances:

- **REASONABLE ACCOMMODATION**: The PHA will consider tenant-requested transfers as a reasonable accommodation. Examples of a reasonable accommodation transfer include, but are not limited to, a transfer to a first-floor unit for a person with a mobility impairment or a transfer to a unit with accessible features. The PHA will pay moving expenses to transfer a resident with a disability to an accessible unit as an accommodation for the resident's disability.

- **PHYSICAL HARM OR CRIMINAL ACTIVITY:** When there has been a verified threat of physical harm or criminal activity, such circumstances may, at the PHA's discretion, include an assessment by law enforcement indicating that a family member is the actual or potential victim of a criminal attack, retaliation for testimony, or a hate crime.

- **OCCUPANCY STANDARDS TRANSFER:** A tenant may request a transfer if the family size has changed and the family is now too large (over-housed) or too small (under-housed) for the unit occupied.

When requesting a transfer, the resident must do so in writing and meet the following criteria:

- No negative rental history for the past 6 months
- Can get utilities turned on in the name of the head of household (applicable only to properties with tenant-paid utilities)
- Have not engaged in criminal activity that threatens the health and safety of residents and staff;
- Good housekeeping habits;
- Pass unit inspection;
- Must be in compliance with the lease agreement and rules and regulations.

Violations of any of the aforementioned criteria will be grounds for denial of transfer.

When a transfer has been requested by the resident, the refusal of that offer without good cause will result in the removal of the family from the transfer list. In such cases, the family must wait six months to reapply for another transfer.

We cannot assure or guarantee either the type of unit or the location of the unit offered.

Tenants have 15 days to complete a transfer between two housing units. Tenants will be charged storage fees on a pro-rated rent basis for additional days and Contract Rent until keys to the original unit are

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returned to PHA.

The full Transfer Policy is available on our website, or you can obtain a copy by contacting the Public Housing Manager.

TRASH

Disposal



The dumpsters (4) are located in the parking lots. Please do not place any items on the ground surrounding the dumpster. The household member disposing of the trash must be able to properly place the trash in the dumpster. Cameras are monitoring the dumpsters.

Prohibited Trash

Absolutely NO FURNITURE is to be left outside. No exceptions. This includes but is not limited to mattresses of any size, cribs, dressers, tables, sofas etc. If you put items like this outside it is considered ILLEGAL DUMPING and you will be charged for their removal. As a tenant it is your responsibility to dispose of those types of items appropriately.

$20 curbside sticker required for the following items and may be purchased at Carr Hardware, Price Chopper, Elm Street Hardware, Pittsfield City Clerk's Office and 100 North Street (floor M, DPW):

- automobile tires
- over-sized plastic
- toys wooden
- fencing
- carpet rolls (2 ft. diameter by 3 ft length)
- upholstered chair
- couches
-
- MATTRESSES can be disposed of by ordering a pick-up through www.order.toughstuffrecycling.com The cost is $65.00 per item (mattress and box spring = 2 items)

Dream Green Recycling is a local resource for the removal of bulk items.
Contact info@dreamgreenrecycling.org or call 413-776-7232

UTILITIES:

Tenant responsibility:

Electric – General Electric, Cooking, and Hot water

Electricity must be in the head of household's name. Failure to maintain utility is a serious lease

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violation

PHA responsibility:
Gas – heat

All amendments to this Federal Public Housing Handbook will be publicly posted on the Authority's official website.



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