

**TENANT HANDBOOK**  
**COOK'S POND SENIOR HOUSING**

**May 2021**

**WELCOME**

**Dear Tenant:**

**We are glad to have you as tenant(s) and we hope that you will be happy in your new home.**

**There are undoubtedly many questions which you would like to ask, such as how to care for the equipment in your apartment, what special facilities have been planned for your use and enjoyment, and what rules and regulations must be observed.**

**This handbook answers these questions. Because it contains so much important information please read it carefully and then keep it handy for quick reference.**

**I hope you will enjoy your new home and if you have any questions, please feel free to contact the Office.**

**Very truly yours,  
COOK'S POND LP**

**Louis A. Riccio,  
Executive Director**

## **About Cook's Pond Senior Housing**

As a tenant in senior housing you may be interested in knowing about the beginning and background of your new home.

In 1997 after many years of deliberating over the need, site and manner to build affordable housing for the Township's elderly, the Township hired the Madison Affordable Housing Corporation (MAHC) to develop low-cost housing for Denville seniors. The MAHC acted as the developer of the building and received low-income housing tax credits to fund its construction. Cook's Pond Limited Partnership (known hereafter as "the Corporation") was formed to receive the tax credits, own and manage the building.

The families living in senior housing are selected according to a system set up by the federal government. All applicants must meet eligibility requirements in order to be selected for this housing.

The most important goal for the Corporation to achieve is a friendly working landlord/tenant relationship. As the managers of your housing complex we have a responsibility to maintain the best possible living conditions. As a tenant you must be aware of some of the rules and regulations that are to be observed in the best interest of yourself, the Corporation and your neighbors.

### **The Lease**

Your lease is the agreement between you and the Corporation. It is important that you understand it completely. Be sure to review this legal document with the Corporation if there are any points that are not entirely clear. This handbook is a simplified explanation of some of the important points in your lease. Both the lease and handbook contain a number of items that you agree to do and which the Corporation agrees to do for you.

### **Security Deposit**

A security deposit is required from each tenant family in the amount of one month's rent. This will be held in an interest bearing account at Bank of America until the apartment is vacated. All units are subject to inspection before the deposit is returned. If you do not leave your unit in a clean, undamaged and orderly condition, the Corporation will deduct from your security deposit the cost of restoring the unit.

### **Termination of Lease**

The Corporation may not terminate your lease except for the "good causes" listed in your lease.

If you wish to move out, you must notify the Corporation at least 30 days in advance. If you do not do so you may have to pay extra rent.

### **Payment of Rent**

Monthly rent is due and payable at the Corporation Office by mail or in person on or before the first of each month. If the rent is unpaid on the fifth of the month, you will be subject to a \$20.00 late fee. Continued late payments may result in eviction.

If you find you are unable to pay your rent, notify the Corporation Office as soon as possible. The Corporation will not accept partial rent payments.

### **Reporting Your Income**

You must report your income at least once each year when requested by the Corporation.

### **Calculating Rental Payments**

Rent is charged in accordance with the Low Income Housing Tax credit guidelines and the Section 8 Rental Assistance Program. If your rent is subsidized through the Rental Assistance Program your rent will be based upon 30% of total household income less allowable deductions for medical expenses over 3% of income and \$400 for a senior household. If your rent is not subsidized, then you will pay a flat rent in accordance with tax credit guidelines, without any deductions.

### **Subletting or Other Use**

The lease does not permit you to rent all or a part of your apartment to another person. You may not have boarders or lodgers in your apartment. The lease prohibits the use of your apartment for any purpose other than as a dwelling solely for you and your family. Only those persons listed on the lease may reside in your unit. In addition, you may not conduct a business or hang signs on or about your apartment.

### **Transfers**

There shall be no transfers from one apartment to another except in the following cases:

- Increase or decrease in family size causing either overcrowding or underutilization of the unit.
- A family whose member becomes disabled or when a disabled member no longer resides in the unit.

Management has sole discretion in granting or denying any unit transfer requests. Management will deny any request for a unit transfer that Management believes may lead to noncompliance with the Tax Credit Program.

### **When You Vacate**

If you decide to move, you must notify the Corporation Office at least 30 days in advance of your departure so we may promptly offer your apartment to another family. If you do not notify us 30 days in advance, we will charge you for 30 days rent. If the apartment is occupied in less time, we will charge you for the number of days the unit was vacant.

When you move out you must do the following:

- Clean your apartment thoroughly.
- Arrange for a final housing inspection.
- Arrange for a final reading of utilities.

- Notify the Post Office of your change of address.
- Cancel your cable TV service.
- Cancel your telephone service.
- Return all keys to the Corporation Office.

### **Property Upkeep**

You must cooperate with us to keep our properties in good condition. You and your neighbors share with the Corporation the responsibility of keeping the apartments, buildings and grounds in a decent, safe and sanitary condition. Avoid littering, refrain from defacing or damaging the buildings and do not shake, clean, air or dry items from the windows or balconies or on the patio.

### **Garbage Disposal**

Proper disposal of garbage is very important to the health and safety of all residents and to the appearance of the complex. On each floor of the apartment building there is a trash collection room. You must put garbage in paper or plastic bags and put them down the chute or in the cans provided. Cans and bottles go in the cans marked for recyclables. Place newspapers in the newspaper bin. If you have a problem with garbage disposal, contact the Corporation Office immediately.

### **Exterminator**

As a preventive measure, the Corporation has an exterminator spray the kitchen sink area and the bathroom fixtures four times a year. A maintenance person will accompany the exterminator. You do not have to be home for this service.

### **When You Are Away**

Be sure to lock the window, turn off lights and shut off faucets and the stove when you are away from your apartment. Be sure to take your keys with you. There is a charge if the Corporation must unlock your door for you. Whenever your apartment is to be vacant for more than two days you should notify the Office.

### **Right of Corporation to Enter Your Apartment**

We will do everything in our power to respect your right to complete privacy, but there are times when the Corporation must enter your apartment for repairs, extermination service, and routine maintenance inspections. We will notify you at least one day in advance of our visit, except for emergencies.

### **Corporation Services**

The Corporation shall keep the buildings, common areas and grounds of your complex in a decent, safe and sanitary condition. We will also comply with local housing codes and regulations of the U.S. Department of Housing and Urban Development (HUD) and the Internal Revenue Service's Low Income Housing Tax Credit Program. The Corporation has agreed to provide garbage collection, extermination services, and building and grounds upkeep and repair services.

## **Repairs and Maintenance**

Call the Corporation Office if you need repairs or maintenance work done in your apartment. We will make out a work order and schedule the maintenance staff to complete the repairs in a reasonable amount of time. Keep in mind, however, that everyone cannot be assisted at the same time.

Since our maintenance staff is limited, tenants must share the responsibility of upkeep with the Corporation. Carelessness, deliberate or otherwise, will mean assessments to cover the cost of the resulting damage. In order to prevent such assessments, all families are urged to take care of their individual dwellings, the equipment and appliances and the general area.

## **Emergencies**

If an emergency occurs during the day, please call the Management Office at: **973 664-1080**. If it occurs on a weekend, holiday or after 4:30 PM on a weekday and the situation **cannot wait** until the next business day, call the Maintenance emergency number **1 866 266-2922**

Emergency Maintenance: Where there is an obvious hazard to health and safety, repairs will be made within 48 hours if humanly possible.

Damage and Other Charges: If repairs or replacement needed in your apartment are the result of action or negligence by you or any member of your family or guests, there is a charge for this service. The Corporation does not charge for normal wear and tear.

In Case of a Fire: Report a fire immediately to the Denville Fire Department at 911. Then report it to the Corporation Office. If possible, have someone stand by to direct the firefighters to the scene of the fire.

In Case of Theft: Report this to the Police Department and to the Corporation Office.

## **Heat**

The outside temperature regulates the heat in the building. Heat comes on when the outside temperature goes lower than 65 degrees.

If you feel your apartment is too cold, please call the Office and we will check to make sure that your apartment heating is working correctly. If not, we will make the necessary repairs.

## **Air Conditioning Units**

Each apartment in the building is equipped with air conditioner sleeves sized for a specific air conditioning unit. Therefore, if you are interested in purchasing an air conditioner you must contact the Corporation Office with your order. We will let you know the cost and have the air conditioner installed for you. Once purchased the maintenance of the unit and all repairs are your responsibility.

## **Plumbing**

Lack of proper care of the plumbing equipment usually results in inconvenience and expense both to you and to the Corporation. The Corporation at your expense will correct all stoppages of toilets, tubs and sinks that are caused by carelessness or failure to exercise ordinary caution.

Toilets and sinks are not to be used as general wastebaskets; coffeepots should not be emptied down the sink; hair will soon clog the drains. No newspapers, rags, cloth (whether absorbent or not), sanitary napkins of any description, disposable diapers or any paper other than toilet tissue, should be placed in toilet bowls.

Grandparents should caution their grandchildren against dropping articles into toilet bowls. These articles cannot be flushed through and costly damage is often the result.

## **Utilities**

Electricity for lighting and cooking are your responsibility. Each tenant is given an allowance that is deducted from the gross rent. This amount has been determined through a careful analysis of the needs of an average household for these services.

Circuit breakers are located in the entrance hallway. They will switch to "off" in the event of an electrical overload. Turning the switch back to "on" may reconnect the circuit.

The Corporation may furnish and install certain light bulbs for a nominal fee. (Refer to the list of non-rental charges.)

## **Television/Cable**

Individual television antenna installations or aerials are not permitted either on the roof or out of the windows. The Corporation has provided a hook up in the living room of each apartment for cable reception.

Application for cable service must be made to the local Cable Company at your expense.

## **Mail**

Each household will be assigned an apartment number and a corresponding mailbox. Mail will be delivered to the first floor of the building. Outgoing mail may be deposited to the rear of the mailbox and will be picked up by the mail carrier.

## **Insurance**

Fire insurance is maintained by the Corporation and covers only the building. If you wish to have insurance protection for your belongings you must arrange and pay for this yourself.

## **Visitors**

At times you may have overnight or weekend visits of friends or relatives. If you have a guest staying for more than 48 hours you must notify the Office. Visits of more than 14 days are not permitted.

## **Parking**

When you adhere to the Corporation's Parking Policy, we will assign you a parking space in the lot. Since parking spaces are limited, please inform visitors that they must park in a space marked for visitors, not in a tenant's space. Overnight visitors should notify the Police Department so they are not ticketed. Violators may have their cars towed at the owner's expense.

Repairs, greasing, washing or similar work on cars is prohibited on Corporation property.

## **Rumors**

Call the Corporation Office for correct answers to your questions. Rumors can never be depended upon for accuracy. When in doubt, do not hesitate to call the Office for verification.

## **Tenant's Rights**

As a resident of Cook's Pond Senior Housing you have the right to . . .

- Be treated with dignity and respect.
- Live in a safe, sanitary and decent environment.
- Live in privacy, free from interference by other residents of the Corporation.
- Work together with other residents to improve low-income housing.
- Have repairs made as promptly as possible.
- Free speech; to organize and seek redress of grievances.
- Have a fair hearing if you feel the Corporation has acted in any way unfairly in applying rules and regulations.

## **Tenants' Responsibilities**

As a resident of Cook's Pond Senior Housing your responsibility is to . . .

- Pay rent on the date it is due.
- Avoid interfering with the rights of other tenants.
- Submit annually accurate information and verification of family income and the number of persons in the household.
- Keep your apartment in a neat and sanitary condition.
- Not use your apartment for boarders or lodgers.
- Use your apartment only as a place in which to live.
- Insure your own safety and the safety of others.
- Obey the rules and regulations of the Corporation.
- Maintain hallways and entrances adjacent to your apartment.
- Never hang clothes or other household articles from the windows.

Without prior written approval of the Corporation, you may not . . .

- Paint or wallpaper any walls or fixtures in the apartment.
- Install any nailed or glue-backed floor covering.
- Install personal ranges or refrigerators.
- Install air conditioners.
- Gain access to the roof or maintenance rooms.
- Install new locks.
- Make any renovations to the apartment.



## **Community Room**

The Community Room is located on the first floor off the lobby. Tenants and their guests may use the Community Room. A television set, donated by the Corporation, including a VCR is available for tenant use. If a group wishes to use the room they must schedule such use with the Office.

A fully equipped kitchen is located off the Community Room.

Outside the Community Room there is a patio that is furnished from early spring to mid-fall with comfortable chairs and an umbrella table for tenants' enjoyment of the outdoors.

## **Laundry Room**

On the second floor there is a privately operated laundry facility with coin-operated washers and dryers for tenant use only. If there are problems with the machines contact the Office.

## **CARE OF YOUR LIVING SPACE AND EQUIPMENT**

The Corporation has tried to cover all areas regarding the care and use of your living space and equipment. However, questions may arise that are not covered in this booklet. Feel free to ask them. This will help us keep the handbook current. We welcome your suggestions and criticisms. ALL OF US WANT TO MAINTAIN THE BUILDINGS AND GROUNDS SO THEY WILL BE AN ATTRACTIVE PART OF OUR COMMUNITY.

If you have further questions, call the Office or stop in and we will be glad to help you.

### **Care of Walls and Wall Coverings**

Use reasonable caution when driving nails or picture hangers into the walls. Make sure that pictures are not too heavy.

Be careful when you install curtain rods. There are metal corner pieces around each window opening. The curtain rods should be hung outside these metal pieces.

Kitchen and bathroom walls are gloss-painted. The easiest way to clean them is with a damp cloth and mild soap. Other walls are flat-painted. Rub lightly with a damp soapy cloth to remove spots.

### **Care of Windows**

Your apartment is equipped with thermo pane-insulated windows. Use of a mild detergent or window cleaner is recommended. **Never use Fantastic on glass.** It will cause permanent marks.

### **Care of Kitchen Cabinets**

Use a damp cloth to remove dust, dirt or finger marks on your kitchen cabinets. Avoid getting the cabinets wet. Do not do any cutting on the Formica counter top. Always use a cutting board to avoid damage.

### **Care of Floors**

You can maintain the finish of your floors with a regular dusting using a soft mop and a weekly wet mopping. Wash the floors with a detergent, rinse well, let dry and apply a good floor wax. Other tenants have advised that Clear works well.

Use caster cups under all heavy pieces of furniture and beds. This will protect floors from dents. If you have a rug and pad, light furniture will normally not require caster cups. Caster cups can be purchased at any grocery or discount store.

### **Care of Bath, Shower and Toilets**

Your bath and shower unit is made of fiberglass. Do not use abrasive cleaners such as Ajax or Comet. To preserve the finish, use a liquid type of detergent without abrasives. For stubborn stains, use a nylon or saran pad with a detergent and rub carefully, then rinse. To remove the most stubborn mineral deposits, try Lime Away and follow the directions.

Use toilet bowl cleaners carefully and follow directions on the label. Do not use more than one at a time as they can combine to form powerful to **poisonous fumes**.

If your toilet should become clogged and you are unable to clear it with a plunger, call the Office.

### **Care of the Kitchen Sink**

The kitchen sink is made of stainless steel. For cleaning, use only a mild soap powder or detergent. Do not use bleach or an abrasive cleanser. **Never empty grease, coffee grounds or other refuse into the sink.** In case of a stoppage, notify the Corporation Office. Do not use Liquid Plumber, as it will destroy the pipes.

### **Care of Range Hood**

The range hood fan is located over the kitchen stove. This may be maintained as follows:

- Remove the aluminum filter from the range hood about once every two weeks. Allow it to soak in hot sudsy water until the grease is dissolved. Rinse and air-dry.
- Clean the interior of the hood shell with a damp cloth. Replace the filter.
- Remove the filter about once every three months and clean any accumulated dirt on the fan blades, etc.

Do not use harsh cleaning compounds or abrasive cleansers for enamel finishes.

Turn the range hood fan on about five minutes **before** you begin cooking. Continuous operation will not harm the fan and will provide clean and fresh air while you cook.

### **Care of the Kitchen Range**

CAUTION: Your range is for cooking and is **never** to be used for heating.

If you clean up spills every time you cook, the job of keeping your range clean will be easy. Food spillage allowed to remain on the range not only becomes harder to clean, but also will clog the burners so they don't light. Wait until the range has cooled before cleaning the enamel with a damp cloth. Do not use harsh commercial oven cleaners.

WHEN BROILING, ALWAYS KEEP THE OVEN DOOR OPEN A CRACK.

### **Care of Refrigerator**

You have a frost-free refrigerator. There is no need to defrost it. To clean the interior of the refrigerator, use a mild soap and lukewarm water. Never use steel wool or an abrasive scouring powder.

## **Smoke Detectors and Carbon Monoxide Detectors**

Your apartment comes equipped with smoke detectors and carbon monoxide detectors that are hard wired to the electric circuitry and also have back-up batteries. You are responsible for the maintenance of the smoke detectors and must keep them in working order.

## **Circuit Breakers**

The circuit breaker box is located in the entrance hallway. The box contains a set of standard circuit breakers. If the lights in the apartment go off or an appliance stops working, unplug the fixture or turn the appliance off. Go to the circuit breaker box and locate the switch that is in the “off” position. Turn the breaker all the way to the “off” position; wait one minute, then turn it to the “on” position. If breakers shut off repeatedly, report it to the Corporation Office.

## **Garbage Disposal**

Each floor has an enclosed, centralized trash room. Garbage must be placed in plastic or brown paper bags and placed in the chute or in the garbage cans provided.

For recycling, place glass and cans together in the bins marked for recycling. Newspapers should be piled neatly in the newspaper bin.

## **FOR FUTURE REFERENCE**

### **Phone Numbers to Remember**

Management Office		973 664-1080
Police Department	911 or	973 627-4900
Fire Department	911 or	973 627-4900
Department of Health		973 625-8300 X 262
Morristown Memorial Hospital – Main Number		973 971-7100
Saint Clare’s Hospital – Main Number		973 625-6000
Denville Ambulance Corps	911	
Denville Recreation Department		973 625-8300 X238

### **Emergency Maintenance Number**

1 866 266-2922

**Office Hours**

The Management Office, located on the first floor of the building, is open Monday, through Friday from 8:30 AM – 4:30 PM. The office is not open Saturdays, Sundays and Holidays.

There are occasions when the Office will not be staffed, so to avoid disappointment, call before coming to the Office. If no one answers the phone, please leave a message including the phone number where you can be reached. Someone will return your call as soon as possible.

**Exterminator**

The exterminator comes to spray around your kitchen sink and bathroom fixtures on the third Thursday of the months of February, May, August, and November. Someone on our maintenance staff will accompany him.

May 2021