

# ANDOVER HOUSING AUTHORITY

## RESIDENT HANDBOOK



## WELCOME TO THE ANDOVER HOUSING AUTHORITY

The Andover Housing Authority owns and operates five residential properties for Families, Seniors, and Disabled people in The Town of Andover in conjunction with rules and regulations set forth by The Massachusetts Department of Housing and Community Development. Most all properties are located within walking distance to pharmacies, shopping area, the Senior Center, YMCA, and downtown Andover.

The Town of Andover is located in the Merrimack Valley about 20 miles north of Boston and 20 miles south of coastal beach communities. Train and bus services are available in downtown Andover to access the City of Boston as well as the beach communities. Other travel options are outlined in the General Information section of this handbook. Andover boasts a beautiful Town Common located in the heart of the community, where free concerts can be heard resonating from the large band stand, and outside movies can be viewed on any given warm summer night. Harold Parker State Forest is located on the outskirts of Town along route 125, approximately five miles from the AHA offices. This beautiful State Park offers acres and acres of walking and hiking trails, fisheries, and swimming ponds. There is no admission charged to enjoy the bounty of this beautiful natural resource.

The Andover Senior Center has been the recipient of several prestigious awards for excellence in providing a myriad of services and programs to enrich the lives of Andover Seniors, as well as providing a volunteer outlet for mentoring and interacting with elementary and high school students. The Andover school system is highly rated by the State Department of Education, boasts a beautifully renovated high school, and a new elementary and middle school. Opportunities abound for students to thrive academically, and involve themselves in everything from athletics to theatrics.

The Andover Housing Authority has a Board of Five Commissioners who set policy and oversee the running of the Housing Authority. While the Housing Authority is autonomous from Town Government it works hand in hand with Town departments to provide the best overall service to residents living here. The Board meets on the third Thursday of every month. The tenants and public are welcome to attend. Four Commissioners are elected by Andover voters while one is appointed by the Governor of Massachusetts. The Board of Commissioners contracts for an Executive Director to manage the day to day operations of the AHA, including an office staff of four, and a maintenance staff of four. Should you have questions or concerns regarding your new home please contact our office.

The office is located in the Stowe Court Community Building. Our address is 100 Morton Street, Andover, Massachusetts, 01810. Our office phone is 978-475-2365. Our fax number is 978-475-0313. Office hours are 8:00 a.m. – 4:15 p.m. Monday-Thursday, and Friday 8:00 a.m. – 12:00 p.m.

We have prepared this handbook to familiarize you with the workings of The Andover Housing Authority, as well as to make you aware of some things offered through the Community. Please read it thoroughly, it will familiarize you with building operations as well as your neighborhood. We have divided this handbook according to each housing complex name, as each complex is different from the other.

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It is important that you read about the complex your apartment is in, but it might be helpful also if you read the whole book, and familiarize yourself with the operations of the neighboring complexes as well. The last page has a list of phone numbers of places throughout Andover and The Greater Lawrence area that you may find useful.

In May 2004, the Andover Housing Authority was awarded an "Outstanding Agency Award" by the National Association of Housing and Redevelopment Officials for the "New Horizons for Youth Program". This after school program runs Mondays thru Thursdays during the school year in the Stowe Court Community room for youngsters nine to fourteen and includes computer training in the on-site computer learning center. This program ran through June 2017 and has since been discontinued.

In May 2005, the Andover Housing Authority was again awarded an "outstanding Agency Award" by the National Association of Housing and Redevelopment Officials "For Providing Homeownership Opportunities to Its Public Housing Residents through a Rent Escrow Program."

Please note that in addition to the aforementioned the Andover Housing Authority operates an Alternative Housing Voucher Program and, a 689-1 program that are all in conjunction with the Massachusetts Department of Housing and Community Development. The Andover Housing Authority administers a 127 unit Section 8 Housing Choice Voucher Program through the Department of Housing and Urban Development and has been rated high performer by HUD in the administration of this program. Information regarding any of our programs may be obtained by contacting our office.

We hope that you enjoy your new home here at the Andover Housing Authority.

Sincerely,

Cal Deyermund – Chairman  
Frank O'Connor – Vice Chairman  
Daniel Grams – Treasurer  
Jack O'Donohue – Member  
Mary Wesson – Member

## MEMORIAL CIRCLE – BUILT IN 1949 – LOCATED OFF MORTON STREET

Memorial Circle is our family townhouse property consisting of twelve buildings. There are 34 two bedroom, 20 three bedroom, 1 being wheel chair accessible, and two four bedroom units. There are 56 townhouses in all. Each has a living room, kitchen, bathroom, basement, and either two, three, or four bedrooms. Units are assigned based on family size and composition.

**UTILITIES** – Heat, hot water, electricity, and cooking fuel are included in your rent calculation. However, it is your responsibility not to abuse energy by making sure lights, air conditioners, fans, etc. are not left on when not being utilized to minimize energy costs. You are responsible for the cost of phone and cable installation and use.

**HEATING SYSTEM** – You have a gas fired forced hot water baseboard two zone heating system that was installed in 1998. You have a thermostat to control the amount of heat on your first floor and thermostat to control the heat on your second floor. You may regulate them individually as you wish. Your boiler and hot water heater are located in the basement. The system vents to the outside through the black boxes you see on the exterior surface of your unit. When the system is on you will see white smoke coming from that black vent outside your windows. This is harmless moisture that dissipates. The basement is not heated. Please remember to keep all personal belongings five feet away from the boiler and the hot water heater in accordance with Fire Safety Laws.

**ELECTRICAL PANEL** – The panel is located in your kitchen. Should your electricity go out unexpectedly check your electrical panel to see if you have tripped a circuit breaker. You will be able to tell if one of the breakers is out of position. You may click it back in position to see if that works. If you are still without electricity or uncomfortable checking the circuit breakers, please call the office for service.

**APPLIANCES** – You have a 2012 frost-free Kenmore refrigerator. The recommended setting is three. The AHA issues one refrigerator to each unit. Should you choose to bring your own refrigerator, please let us know so that we may remove the one in place. You have an electric stove with four burners and one oven. Please remember that electric burners take a while to cool down after being turned off. If something on the stove is burning you will need to remove it from the stove to a hot plate on the counter. Do not place a hot pot directly on the countertop, it will burn and damage it. Residents whose front door opens against the stove are reminded not to place long curtains on that window to avoid a fire hazard. It is the responsibility of each resident to clean their appliances regularly to keep them in good working order and to prevent a fire hazard.

**WINDOWS** – You have vinyl double hung tilt in windows. When you are ready to wash them, raise or lower them a couple of inches before trying to pull in the sash, slide the clips over and pull the window down. When finished, pop the window back in place. If you have difficulty with them, do not force them, call the office for assistance. There are safety clips on the windows which enable you to get fresh air but prevent someone from getting in or falling out of the window. Please utilize those safety clips to avoid a tragedy!

**HARDWOOD FLOORS, WOODWORK AND RAILINGS** – You have hardwood floors in your living room, bedrooms, and stairs. They have been sealed with a polyurethane produce. Care of those floors will involve regular cleaning with mild detergent and water. You may not paint the floors or the natural woodwork or railings.

**BATHROOMS** – Your bathroom was remodeled in 2001. You have a bathroom fan for proper ventilation. It runs in conjunction with the electrical switch but stays on for several minutes after being shut off. This is to allow for proper ventilation of the bathroom, and may not be disconnected. The recommended product for cleaning of the tub and sink is a soft non-abrasive cleaner. The bathroom should be cleaned regularly to prevent the accumulation of mold. The window in your shower has obscure glass but works the same as your other windows. Use only mild cleaning solutions on your medicine cabinet mirror. DO NOT USE cleaners that contain ammonia, vinegar, or chlorine. It will damage the mirrors. Your tub and sink have rubber stoppers. The drains are fitted with wire mesh to prevent anything from going down the drains. You will need to remove hair, etc. from that wire mesh on a regular basis to prevent clogs. There are shut off valves under your toilet tank. If your toilet runs over, shut off the valves under the tank to stop the water from flowing. It is recommended that you acquire a plunger to unplug your toilet. Should you be unable to do so, call the office for service.

**LAUNDRY** – There are hook ups for a washer and a dryer in the basement only. Laundry hook ups are not allowed anywhere else in the apartment. You also have a laundry sink or set tub into which the water from your washer will drain. Some units have what is called a stand pipe for your washer hose to fit into. Each and every unit has a special utility window in the basement through which the dryer must be vented. It is the responsibility of each tenant to make sure that their dryer is properly vented in accordance with fire laws. A dryer that is not properly vented may not be utilized at all.

**SMOKE/CARBON MONOXIDE DETECTORS** – You have smoke detectors and CO detectors on every floor of your unit including the basement. The smoke detectors are hard wired and are checked annually to make sure they are in proper working order. The CO detector is battery operated and checked annually with new batteries installed. In the event there is a fire in your unit, or a reading of carbon monoxide, they will go off. At that time you will need to make sure everyone in your household leaves the unit, shut the door, and call 911.

**TRASH REMOVAL** – It is the responsibility of every resident to remove the trash from inside their unit and around the outside of their unit on a regular basis. There are two large dumpsters located behind Memorial Circle on Chestnut Court. They are emptied regularly. Trash must be tied and placed inside the dumpster. Please do not send young children down to the dumpsters with bags of trash. They are too small to lift the bags into the dumpsters, and the bags tend to rip open by the time they drag them down there. Trash may not be left outside your unit or outside the dumpster. If trash is left around your unit or the dumpster, AHA maintenance will clean it up, remove it, and you will be billed. Everyone wants to live in a clean neighborhood. Please do your part to make it so.

**STORAGE** – is available in your basement. However, all belongings must be five feet away from the boiler and hot water heater. In addition it is necessary that the maintenance or service contractors be able to walk through to services should they need repair, in accordance with fire laws.

**PARKING** – If you own a car you will be assigned one parking space and given a sticker for same. Parking is limited so visitors and second vehicles must park on Chestnut Court behind Memorial Circle near the dumpsters. No-unregistered or non-working vehicles may remain on AHA property and will be towed at the owner's expense. Servicing vehicles on AHA property is prohibited. Should you replace your vehicle, please remember to contact the office to obtain a new sticker and give a copy of the registration.

**SNOW REMOVAL** – It is the responsibility of every tenant in Memorial Circle to shovel snow from their front and rear steps. The AHA will clear the snow from the common staircases, the sidewalks and the road. In addition the AHA will clear parking areas IF your car is moved while snow removal operations are going on. It is necessary that you clean off your own cars. Cars that impede the roadway snow removal process will risk be towed.

**MAIL** – is delivered to your mailbox, which is located outside your front door. A U.S. mail box is located outside AHA offices on Stowe Court and is picked up regularly.

**CABLE TELEVISION** – The AHA does not provide cable service or hook ups. You can obtain same, by calling the local cable company listed in the back of this handbook. You are responsible for the related installation and service costs for cable. Individual satellite dishes are not permitted at all.

**RECREATIONAL FACILITIES** – A playground is located in the center of the Memorial Circle Property. It is there for the use of young children as attended by an adult, and is open Monday through Friday 8:00 a.m. to dusk and Sundays 9:00 a.m. to dusk. For safety sake, please do not bring any bottles or glasses to the playground site. There are two basketball courts. One is located behind the playground and the other is behind 25-35 Memorial Circle. There is also a designated play area located behind 25-35 Memorial Circle.

**SKATE PARK** – There is a beautiful skate park in Andover located off Shawsheen Road behind the West Middle School. Andover is fortunate to have this \$100,000 skate park for the use for the use of all Andover residents. Skateboarding, roller blading, and roller skating are not allowed on Housing Authority property. Please utilize the skate park for these activities.

## CHESTNUT COURT – BUILT IN 1952 – ONE BEDROOM UNITS 42

Chestnut Court is located off of Chestnut Street and Morton Street. It has forty-two apartment for seniors and/or disabled people. There are five buildings. Two of them are two story building with common hallways. Three of them are single story buildings with individual entrances and no common hallways. Each building has a long roofed veranda to be enjoyed by all residents. A roofed bus shelter is located at the corner of Stowe and Chestnut Court. The circle has a glider and a screened gazebo for resident use. Each apartment has a living room/kitchen combination, one bedroom and a bathroom. All units are within walking distance to the AHA office and community room.

**UTILITIES-** Heat, hot water, electricity, and cooking fuel are included in your rent calculation. However, it is your responsibility not to abuse energy by making sure lights, air conditioners, fans, etc. are not left on when not being utilized to minimize energy costs. You are responsible for the cost of phone and cable installation and use.

**HEATING SYSTEM** – You have a gas fired forced hot water baseboard heating system. The boilers were installed in 1997. You have in your main room a thermostat so that you may regulate your own heat to as warm as you like. The boilers are on from September 15<sup>th</sup> – June 15<sup>th</sup>. Hot water is available year round.

**ELECTRICAL PANEL** – The panel is located in your bedroom closet. Should your electricity go out unexpectedly check your electrical panel to see if you have tripped a circuit breaker. You will be able to tell if one of the breakers is out of position. You may click it back in position to see if that works. If you are still without electricity or uncomfortable checking the circuit breakers, please call the office for service.

**APPLIANCES** – You have a 2012 frost-free Kenmore refrigerator. The recommended setting is three. The AHA issues one refrigerator to each unit. You have a gas stove. Some of the stoves have pilots and some of them have electronic ignition. The ones with pilots will light when you turn the knob. The stove with the electronic ignition will need to have the knob turned all the way to the light position and then adjusted to how high you want it. If you ever smell gas in your apartment, check your burners to make sure the knobs are in the off position. If they are and you still smell gas, call the office number for service.

**AIR CONDITIONERS** – You may put them in your windows. However, the AHA does not provide them. If you need to have one installed or removed please call the office and maintenance will install or remove as requested.

**LAUNDRY FACILITIES** – Washers and dryers are available in two laundry rooms in two of the single story Chestnut Court buildings. One laundry room is located between units 37 and 38 facing the ball field. The other laundry room is located between units 27 and 28 facing the basketball court. Currently the charge for each washer and each dryer is \$1.00 per load. Call the number provided for service. There are clothes lines located to the rear of every building should you choose to air dry your clothes and linens.

**WINDOWS** – You have vinyl double hung tilt in windows. When you are ready to wash them, raise or lower them a couple of inches before trying to pull in the sash, slide the clips over and pull the window down. When finished, pop the window back in place. If you have difficulty with them, do not force them, call the office for assistance. There are safety clips on the windows which enable you to get fresh air but prevent someone from getting in or falling out of the window. Please utilize those safety clips to avoid a tragedy!

**COMMON HALLWAYS** – In the two story buildings, there are common hallways that have front and back doors. It is recommended that the back outside hallway doors remain locked at all times. The front hallway doors may be locked based on the preferences of the four people sharing the doorway. Generally they are kept unlocked during the day between 7:00 a.m. and 4:00 p.m. to accommodate home health aides, visiting nurses, etc. Hallway keys are issued at lease up. Nothing may be hung on the walls of the hallways. Please keep your hallways clean, and note that in accordance with Fire Laws no personal belongings may be stored in the front or back hallways at all.

**MAIL BOXES** – In the single story buildings, mail is delivered through a mail slot in the front door. In the two story buildings numbered mailboxes are located on the wall in the downstairs entryway. You were issued a key for your mailbox when you signed your lease. It is the small one.

**TRASH REMOVAL** – Dumpsters are available surrounding the property for the disposal of trash. One is located on Stowe Court opposite Chestnut Court. Another is located next to unit one in Chestnut Court. Please tie up trash before placing in the dumpster to avoid having loose trash blow around the property. The dumpsters are fitted with side sliding doors on each side so you do not have to reach over the top.

**FIRE ALARMS** – In every unit there is a hardwired smoke detector. In your common hallways is a fire alarm. If you are cooking in your apartment and it creates some smoke, i.e. burned toast, please open your windows to allow the smoke to clear. **DO NOT OPEN YOUR APARTMENT DOOR.** The hallway smoke alarm will trigger the fire alarm and the fire department will be notified to come. However, if you have an actual fire, leave your apartment and building right away shutting your apartment door behind you. In addition in the living room there is a battery operated carbon monoxide detector. In the event there is a fire in your unit, or a reading of carbon monoxide, they will go off. At that time you will need to make sure everyone in your household leaves the unit, shut the door, and call 911.

**PARKING** – If you own a car you will be assigned one parking space and given a sticker for same. Parking is limited so visitors and second vehicle parking is available along the fences bordering the ball field and behind Memorial Circle near the dumpsters. No unregistered or non-working vehicles may remain on AHA property and will be towed at the owner's expense. Servicing vehicles on AHA property is prohibited. Should you replace your vehicle, please remember to contact the office to obtain a new sticker and bring a copy of your registration.



## GRANDVIEW TERRACE – BUILT IN 1962 – ONE BEDROOM – UNITS 40

Grandview Terrace is located between Memorial Circle and the Andover Housing Authority Office. It consists of two brick garden style buildings with over hangs shading large verandas'. One building has eighteen units and the other has twenty-two units. All of the units are for seniors and/or disabled people. Each unit has four rooms, a living room, one bedroom, an eat-in kitchen, and a bathroom. The living room and bedroom have hardwood floors. Grandview Terrace is within walking distance to the AHA office and Community room.

**UTILITIES-** Heat, hot water, electricity, and cooking fuel are included in your rent calculation. However, it is your responsibility not to abuse energy by making sure lights, air conditioners, fans, etc. are not left on when not being utilized to minimize energy costs. You are responsible for the cost of phone and cable installation and use.

**HEATING SYSTEM** – You have a gas fired forced hot water baseboard heating system. The boilers were installed in 1997. You have in your living room a thermostat so you may regulate your own heat to as warm as you like. The boilers are on from September 15<sup>th</sup> – June 15<sup>th</sup>. Hot water is available year round.

**ELECTRICAL PANEL** – The panel is located in your kitchen. Should your electricity go out unexpectedly check your electrical panel to see if you have tripped a circuit breaker. You will be able to tell if one of the breakers is out of position. You may click it back in position to see if that works. If you are still without electricity or uncomfortable checking the circuit breakers, please call the office for service.

**APPLIANCES** – You have a 2012 frost-free Kenmore refrigerator. The recommended setting is three. The AHA issues one refrigerator to each unit. You have a gas stove. Some of the stoves have pilots and some of them have electronic ignition. The ones with pilots will light when you turn the knob. The stove with the electronic ignition will need to have the knob turned all the way to the light position and then adjusted to how high you want it. If you ever smell gas in your apartment check your burners to make sure the knobs are in the off position. If they are and you still smell gas, call the office for service. If your stove or oven will not light, call the office for repair.

**AIR CONDITIONERS** – You may put them in your windows. However, the AHA does not provide them. If you need to have one installed or removed please call the office and maintenance will install or remove as requested if family is unable to do so.

**LAUNDRY FACILITIES** – Washers and dryers are available in two laundry rooms in the basement of each building. One laundry room is located between units 28 and 29 facing the ball field. Currently the charge for each washer and each dryer is \$1.00 per load. Call the number provided for service. There are clothes lines located to the rear and side of the upper building should you choose to air dry your clothes and linens.

**COMMON HALLWAYS** – There are common hallways in the back and the front of each entryway that are shared by four apartments in some entryways and six apartments in other entryways. It is recommended that the back hallway doors be kept locked at all times. The front hallway doors may be locked based on the preferences of the people sharing the doorway. Generally they are kept open during the day to accommodate home health aides, visiting nurses, etc. from 7:00 a.m. to 4:00 p.m. Hallway keys are issued at lease up. Nothing may be hung on the walls of the hallways. Please keep your hallways clean, and note that in accordance with fire laws, no personal belongings may be stored in the hallways at all.

**MAIL BOXES** – Your mail box is located in the first floor of the common hallway. It is numbered alike to your unit. The key for the box is a small one and is issued at lease up.

**TRASH REMOVAL** – Dumpsters are available surrounding the property for the disposal of trash. The closest one to Grandview Terrace is located at the end of the parking area. Please tie up trash before placing in the dumpster to avoid having loose trash blow around the property. The dumpsters are fitted with side sliding doors on each side so you do not have to reach over the top.

**FIRE ALARMS** – In every unit there is a hardwired smoke detector. In your common hallways is a fire alarm. If you are cooking in your apartment and it creates some smoke, i.e. burned toast, please open your windows to allow the smoke to clear. **DO NOT OPEN YOUR APARTMENT DOOR.** The hallway smoke alarm will trigger the fire alarm and the fire department will be notified to come. However, if you have an actual fire, leave your apartment and building right away shutting your apartment door behind you. In addition in the living room there is a battery operated carbon monoxide detector. In the event there is a fire in your unit, or a reading of carbon monoxide, they will go off. At that time you will need to make sure everyone in your household leaves the unit, shut the door, and call 911.

**PARKING** – There is a parking lot located in Grandview Terrace in front of the Stowe Court office. In addition there are some Grandview Terrace designated parking spots on Memorial Circle. If you have a car and it is registered, you will be issued a parking sticker and parking space. Unregistered or inoperable vehicles may not be parked on the premises, and will be towed at the owner's expense. Servicing of vehicles on the property is prohibited. Visitor parking is limited, but available along the curb in front of the AHA office.

**APPLIANCES** – You have a 2012 frost-free Kenmore refrigerator. The recommended setting is three. The AHA issues one refrigerator to each unit. You have a gas stove. Some of the stoves have pilots and some of them have electronic ignition. The ones with pilots will light when you turn the knob. The stove with the electronic ignition will need to have the knob turned all the way to the light position and then adjusted to how high you want it. If you ever smell gas in your apartment check your burners to make sure the knobs are in the off position. If they are and you still smell gas, call the office for service. If your stove or oven will not light, call the office for repair.

## FRYE CIRCLE – Built in 1976 – One bedroom units – 96

The Frye Circle housing development is located off route 28 at 256 North Main Street in Andover. It has eleven residential buildings and one Community Building that is a converted barn. There are ninety-six apartments for Senior and/or Disabled people. There are seven, eight unit buildings, and four – ten unit buildings. Each apartment consists of a living room/dining room combination with a galley kitchen, one bedroom and a bathroom. There are several gliders and a roofed bus shelter located on the property, along with two gazebos for resident use.

**UTILITIES** – At Frye Circle all services are electric, and are included in your rent calculation. However, it is your responsibility not to abuse energy by making sure lights, air conditioners, fans, etc. are not left on when not being utilized to minimize energy costs. You are responsible for the cost of phone and cable installation and use.

**HEATING SYSTEM** – You have electric baseboard heat. There is a thermostat in your living room, bedroom, and bathroom that you may regulate as you wish.

**ELECTRICAL PANEL** – The electrical panel is located on the wall next to your apartment front door. You have circuit breakers. Should your electricity go out unexpectedly, check your electrical panel to see if you have tripped a circuit breaker. You will be able to tell if one of the breakers is out of position. You may click it back in position to see if that works. If you are still without electricity or feel uncomfortable checking the panel, please call the office for service.

**APPLIANCES** – You have a frost-free Kenmore refrigerator that was put in your apartment in 2012. The recommended setting is 3. You have an electric stove with four burners and one oven. Please remember that electric burners take a while to cool down after being turned off. If something on the stove is burning you will need to remove it from the stove to a hot plate on the counter. Do not place a hot pot directly on the countertop, it will burn and damage it. Many of the units are outfitted with a garbage disposal. To operate place your garbage in the drain, run the water, and flip the switch on the wall over the sink to turn on the disposal. Allow it to run sufficiently enough to process the food particles down the drain. Do not put bones, banana peels, or popcorn in the disposal. Never put your hands or anything other than food in the disposal.

**AIR CONDITIONERS** – Each apartment has a sleeve for an air conditioner in the living room/dining area. The Andover Housing Authority does not provide air conditioners. Please call the office for proper information on what size fits, and the maintenance staff will be happy to assist you.

**LAUNDRY FACILITIES** – Washers and dryers are available in the bottom floor of the community building located in the center of the property. There are standard size washers as well as one for large loads. Currently the charge for each washer and each dryer is \$1.00 per load. Call the number provided for service.

**COMMON HALLWAYS** – Every residential building in Frye Circle has shared or common hallways. There are front and back doors. It is recommended that the back outside hallway doors remain locked at all times. You are issued a key for the hallway at lease up which also opens the community building. Generally they are kept unlocked during the day between 7:00 a.m. and 4:00 p.m. to accommodate home health aides, visiting nurses, etc. It is generally agreed upon by the residents of each building or entryway as to when the building doors will be locked beyond that. Nothing may be hung on the walls of the hallways. Please keep your hallways clean, and note that in accordance with Fire Laws no personal belongings may be stored in the front or back hallways at all.

**MAIL DELIVERY** – You have a personal mailbox located in the community building with the number corresponding to your apartment number. The key is a small one and is issued at lease up. There is also a post office mail box located in the entry foyer of the community building for outgoing mail.

**TRASH REMOVAL** – Dumpsters are available in two locations on the property for the disposal of trash. One is opposite J building and the other is opposite H building. Please tie up trash before placing in the dumpster to avoid having loose trash blow around the property. The dumpsters are fitted with side sliding doors on each side so you do not have to reach over the top.

**FIRE ALARMS** – In every unit there is a hardwired smoke detector. In your common hallways is a fire alarm. If you are cooking in your apartment and it creates some smoke, i.e. burned toast, please open your windows to allow the smoke to clear. **DO NOT OPEN YOUR APARTMENT DOOR.** The hallway smoke alarm will trigger the fire alarm and the fire department will be notified to come. However, if you have an actual fire, leave your apartment and building right away shutting your apartment door behind you.

**PARKING** – If you own a car you will be assigned one parking space and given a sticker for same as soon as one becomes available. Until you are assigned a space, you may park along the curb on the side of the community building. Visitor parking is designated as such. . No unregistered or non-working vehicles may remain on AHA property and will be towed at the owner's expense. Servicing vehicles on AHA property is prohibited. Should you replace your vehicle, please remember to contact the office to obtain a new sticker and bring a copy of your registration.

**COMMUNITY BUILDINGS** – The community building houses a maintenance shop, laundry facilities, mail box area, 3 handicap bathrooms, a kitchen and a community room. It has an automatic door opener at each entrance. The building is open from 7:00 a.m. to 4:00 p.m., and may be accessed by merely pushing the HC wall plate. After or before those times you may use the same key that opens your apartment building to open the community building. Use of the community building is covered in the general information section of this handbook.

STOWE COURT – Built in 1982 – One bedroom units – 40

Stowe Court is located off of Chestnut Court. It consists of two buildings. One is a large residential building containing forty apartments for senior and/or disabled people. All of the units are situated off common hallways. The second building houses the offices of The Andover Housing Authority and a community Room. Each apartment has a carpeted living room and bedroom, with a kitchen and bathroom.

UTILITIES- Heat, hot water, electricity, and cooking fuel are included in your rent calculation. However, it is your responsibility not to abuse energy by making sure lights, air conditioners, fans, etc. are not left on when not being utilized to minimize energy costs. You are responsible for the cost of phone and cable installation and use.

HEATING SYSTEM – You have a gas fired forced hot water baseboard heating system. You have in your living room a thermostat so you may regulate your own heat to as warm as you like. The boilers are on from September 15<sup>th</sup> – June 15<sup>th</sup>. Hot water is available year round.

ELECTRICAL PANEL – The panel is located in your bedroom. Should your electricity go out unexpectedly check your electrical panel to see if you have tripped a circuit breaker. You will be able to tell if one of the breakers is out of position. You may click it back in position to see if that works. If you are still without electricity or uncomfortable checking the circuit breakers, please call the office for service.

APPLIANCES – You have a 2012 frost-free Kenmore refrigerator. The recommended setting is three. The AHA issues one refrigerator to each unit. You have a gas stove. Some of the stoves have pilots and some of them have electronic ignition. The ones with pilots will light when you turn the knob. The stove with the electronic ignition will need to have the knob turned all the way to the light position and then adjusted to how high you want it. If you ever smell gas in your apartment check your burners to make sure the knobs are in the off position. If they are and you still smell gas, call the office for service. If your stove or oven will not light, call the office for repair.

AIR CONDITIONERS – You may put them in your windows. However, the AHA does not provide them. If you need to have one installed or removed please call the office and maintenance will install or remove as requested if family is unavailable.

LAUNDRY FACILITIES – There are two washers and two dryers located in the laundry room which is located in the Stowe Court Community Building across the courtyard from your apartment building. Currently the charge for each washer and each dryer is \$1.00 per load. Call the number provided for service.

COMMON HALLWAYS – There are common hallways throughout the Stowe Court Residential building. There are several entrances and exits throughout the building, all of which should remain locked at all times. Be aware of the exit closest to your apartment that allows the quickest exit in the event of an emergency. Nothing may be hung on the hallway walls at all. Please keep your hallways clean, and note that in accordance with fire laws no personal belongings may be stored in the hallways at any time. Each apartment has an emergency evacuation route on the back of your entrance door.

**INTERCOM SYSTEM** – Stowe Court has an intercom system. Anytime a visitor wishes to gain entrance they must go to the main entrance where the intercom panel is located and push the button next to the apartment number they wish to access. In your apartment you have a corresponding panel with a button to push if you wish to allow someone to enter. Do not allow anyone in the building who has not identified themselves.

**MAIL BOXES** – Your mailbox is located in the lobby of the Community Building right across the courtyard. Your mailbox has a number, which corresponds to your apartment number. The key for the mailbox is the small one, and is issued at lease up.

**COMMUNITY BUILDINGS** – The community is located across the courtyard from your residential building. It houses the community room, laundry room, bathrooms, and the AHA offices. Both entrances have an automatic door opener at each entrance. These automatic door openers are on timers from 7:00 a.m. to 4:00 p.m., and may be accessed by merely pushing the HC wall plate. After or before those times you may use the same key that opens your apartment building to open the community building. Use of the community building is covered in the general information section of this handbook.

**TRASH REMOVAL** – A dumpsters is available for trash removal and located on the Stowe Court driveway. Please tie up trash before placing in the dumpster to avoid having loose trash blow around the property. The dumpsters are fitted with side sliding doors on each side so you do not have to reach over the top.

**FIRE ALARMS** – In every unit there is a hardwired smoke detector. In your common hallways is a fire alarm. If you are cooking in your apartment and it creates some smoke, i.e. burned toast, please open your windows to allow the smoke to clear. **DO NOT OPEN YOUR APARTMENT DOOR.** The hallway smoke alarm will trigger the fire alarm and the fire department will be notified to come. However, if you have an actual fire, leave your apartment and building right away shutting your apartment door behind you. In addition in the living room there is a battery operated carbon monoxide detector. In the event there is a fire in your unit, or a reading of carbon monoxide, they will go off. At that time you will need to make sure everyone in your household leaves the unit, shut the door, and call 911.

**PARKING** – If you own a car you will be assigned one parking space and given a sticker for same as available. Until you are assigned a space, you may park along the curb and adjacent to the ballfield. Visitor parking is designated as such. No unregistered or non-working vehicles may remain on AHA property and will be towed at the owner's expense. Servicing vehicles on AHA property is prohibited. Should you replace your vehicle, please remember to contact the office to obtain a new number and bring your registration.

## GENERAL INFORMATION

**MANAGEMENT OFFICE** – is located at 100 Morton Street and is open Monday through Thursday 8:00 a.m. – 4:15 p.m. and Fridays from 8:00 a.m. – 12:00 p.m. Annual home inspections, re-certifications, and lease renewals are required to be conducted under the terms of your leasing agreement. Approximately nine (9) months after your move-in date you will be contacted by the office. Personnel requesting re-certification information and to schedule a date for the annual inspection of your apartment. Your leasing agreement was reviewed when you leased up. However, you should review it from time to time to understand your responsibilities and obligations under the terms of the lease, as well as those of the AHA. The AHA rules and regulations were provided at lease up and are posted in the AHA office.

**MANAGEMENT STAFF** – There are four office staff members in addition to the Executive Director to handle the day to day administrative concerns of the Housing Authority and residents like. Louis Ouellette is The Executive Director, Elaine Markey, the Assistant Director, Colleen O'Connor, Housing Manager/Tenant Selector, Viviana Irizarry, Section 8 Coordinator, and Courtney Daigle is the Receptionist.

**MAINTENANCE STAFF** – Our maintenance staff consists of a crew of four. Nicholas Ellis, Robert Dion, Gene Valcourt, and Derek Erban. They take care of the maintenance needs of our residents and properties as needed by completing work orders, preparing apartments, doing grounds work, snow removal, etc.

**EMERGENCIES** – The Andover Housing Authority has 24 hour on call service for emergencies, i.e. no heat, electricity, water overflows, etc. Just call the office number at 978-475-2365 to report the problem to the answering service. Make sure you leave your name, apartment number, address, and phone number with the answering service. They will page the maintenance staff person that is on-call to let them know there is a problem. The answering service will not page out items that are not of an emergency nature. FOR ALL EMERGENCIES OTHER THAN MAINTENANCE, IE. MEDICAL, DIAL 911.

**LOCK-OUTS** - The AHA has 24 hour on call emergency service. If you are locked out (after hours) you may call the AHA office number at 978-475-2365 and the answering service will notify the on-call maintenance that someone is locked out and needs to get in. Make sure you give the service your name, address and the phone number from where you are calling, as well as where you need to get in. There is an \$85.00 charge for lock-out service that will be charged to your rental account. It is recommended that you exchange keys with a trusted neighbor or family member to avoid lock out charges!

**KEYS** – You were given keys at the time of your lease up. One key for your apartment door (s), one to your building (if necessary) and one for your mail box (if necessary). Please note that the building key for Stowe Court and Frye Circle also opens the Community Building. If you lose your keys, notify the management office immediately. If locks have to be changed or new keys provided, we will have to charge you for the expense at our current rates. If locks have to be changed due to a domestic violence issue, please make sure the office staff is aware of that.

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**RENT COLLECTION** – Rent is due and payable on the first of every month. Rent is based on income and must be paid on time. You may send your rent to the office by mail, or you may choose to place it in the AHA mailbox, which is located in the downstairs lobby of the Stowe Court Community Building, which is open between 7:00 a.m. – 4:00 p.m. seven days a week. There is also a “rent slot” in the foyer at the entrance of the office upstairs. You may also choose to bring it directly to the office during office hours. Please put it in the rent slot inside the entranceway. Make your check or money order payable to the Andover Housing Authority, and PLEASE make sure you put your apartment number and address on the check to make sure your rental account is properly credited for the payment.

**ROUTINE MAINTENANCE WORK ORDERS** – Should you have any maintenance concerns, i.e. door sticking, clogged drain, leaky faucet, etc. call the office during office hours at 978-475-2365 and report it so that a work order may be completed and the work scheduled to be done. Please do not report them to the maintenance staff. All work orders must be logged into the work order computer system and tracked to completion, so they must be called in to the office. The sooner we know about any problem, the better. This keeps small problems from turning into major ones. Please note when you call in whether or not you will be home, or if you wish them to enter in your absence to make the repair. In the even the staff will leave a work ticket so you know they were there. Maintenance will not enter your unit without permission unless there is an emergency or you have been given a forty-eights (48) hour notice of needed maintenance procedure to be performed.

**COMMUNITY ROOMS** – There are two Community Rooms. One is in Stowe Court below the Housing Authority offices, and one in the Frye Circle Community Building. Both have automatic doors that will automatically open by pressing the HC door plate. The Stowe Court door openers are operable from 7:00 a.m. to 4:00 p.m. The Frye Circle doors are operable from 7:00 a.m. – 4:00 p.m. After, or before those hours, you will need to use your key to open the door. For Frye Circle and Stowe Court residents, the key to your apartment building opens the door to the Community Building. No children may enter the Community Rooms unless accompanied by an adult. Each Community Room has a fully appliance kitchen, including a microwave oven. The kitchen is locked unless a function is going on. There are T.V.s, and DVD players in each room for tenant use when Housing Authority activities are not going on. Both rooms offer bookcases filled with a variety of reading materials that you are welcome to enjoy.

You may use the Community rooms for private parties, if there are no community, or Housing Authority activities scheduled for the time you wish to use it. However, it is necessary that you request a form to do so from the Housing Authority Office that outlines your obligations and responsibilities to do so. Please note you will be requested to post a \$25.00 deposit. This deposit will be refunded following your event IF the community room has been cleaned and put in order. AHA maintenance staff cannot set up for private parties, and you will need to make sure that your guests do not park in tenant spaces. Both community rooms are accessible and offer accessible rest rooms and laundry facilities.



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TRANSPORTATION OPTIONS:

1. ANDOVER SHUTTLE thru MVRTA: Free to senior citizens age 60 and over, and disabled people. Route runs from Andover Senior Center to Doctor's Park including stops at Frye Circle, Stowe Court, Downtown Andover, and Shawsheen Plaza among others. For schedule and more information, please call 978-469-1254.
2. E-Z TRANS: A curb-to-curb public transportation service available to senior citizens and disabled people. Eligibility is determined by filling out an application. Disabled people should call the day before they wish to travel, senior citizens call two days prior to traveling. For more information, or an application, contact the senior center at 978-623-8321.
3. MEDICAL TRANSPORTATION: The program provides transportation to and from medical appointments from the Merrimack Valley area, into the Boston area for Andover Senior Citizens. Volunteers transport, and in most cases will wait with the person. A seven day notice is required for transportation. However, emergencies do arise, and every effort will be made to accommodate them. For more information please contact the Senior Center at 978-623-8321.
4. BUS TO NORTH ANDOVER SHOPPING CENTER: Free service every Wednesday. Leaves Frye Circle bus shelter at 8:45 a.m., and Stowe Court Community Room at 9:00 a.m., including tenants from Chestnut Court and Grandview Terrace.
5. TRAIN SERVICE – commuter rail to Boston and points north call 1-617-222-3200.
6. MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY offers connecting services in Downtown Andover to Lawrence daily, and to the coastal communities of Salisbury and Newburyport from July 1<sup>st</sup>, to Labor Day. Call 1-978-469-1257 x100.
7. SECURITY – One of our best sources of security is lighting. Throughout the properties there are many light fixtures to illuminate the roads, walkways, building entrances, and hallways. The Housing Authority maintenance staff performs evening checks for lights that might have burned out. However, if you notice a light out, please call the office so the bulb may be replaced. The best protection a building has is people who look out for each other. It is important that you get to know your neighbors, so that you know who should and should not be in your hallways. Remember, always know your caller before opening your apartment door. If you see strangers in the hallways or suspicious activities going on, you should contact the police and report the incident to the Housing Authority staff. Keep your doors and common hallways locked at night.

8. DAMAGES - Every tenant leasing up will receive a copy of tenant damage charges. In accordance with the provision of your leasing agreement you are responsible for any damages caused by yourself, your family members, and visitors. Your rental account will be charged accordingly and you will receive notification regarding same.
9. PETS – There are no pets allowed in Memorial Circle at all, with the exception of birds in cages and fish in tanks. In the Senior/Disabled complexes pets are allowed with written permission in accordance with the AHA adopted Pet Policy a copy of which was provided at lease up. Please note you will be required to obtain pet insurance as a rider on a renter insurance policy should you choose to have a pet.
10. INSURANCE – It is recommended that you obtain renters insurance to cover the replacement of your belongings in the event of a fire, flood, etc. Housing Authority insurance does NOT cover any tenant belongings at all.
11. RECREATIONAL FACILITIES – a playground is located in the center of the Memorial Circle family property. It is there for the use of young children as attended by an adult, and open Monday through Friday 8:00 a.m. to dusk and Saturdays and Sundays 9:00 a.m. to dusk. There are two basketball courts. One is located behind the playground and the other is behind 25-35 Memorial Circle.
12. CARBON MONOXIDE (CO) DETECTORS – have been installed in all gas heated properties which includes Memorial Cir., Grandview Terrace., Chestnut Court, and Stowe Court.