



902 Locust St.  
Rogersville, TN 37857

## *Community Policies*

*Effective 7/25/2025*

## **ROGERSVILLE HOUSING AUTHORITY COMMUNITY POLICIES**

The Rogersville Housing Authority Community Policies are developed for the purpose of providing decent, safe, public-assisted rental housing. In exchange for rental payments, each resident is entitled to the exclusive use and enjoyment of his/her unit in a peaceful, quiet and community-oriented environment. Rules and regulations are not meant to infringe on the rights of any one resident, but rather to protect the rights of all the residents and the community as a whole. Noncompliance with, or violation (s) of the rules and regulations by a resident will be grounds for the termination of the lease agreement as followed by law.

The Rogersville Housing Authority reserves the right to amend or supplement the Rules and Regulations contained herein upon service of reasonable notice to the residents.

All City, County, State and Federal Laws apply to each resident and his/her family and guest of Rogersville Housing Authority.

### **INSTALLATION OF SATELLITE, CABLE and FIBER COMMUNICATIONS POLICY**

It is the intent of the Rogersville Housing Authority to comply with the Federal Communications Commission to provide installation of small satellite dishes, cable and fiber in multifamily housing communities. Further, the housing authority desires to establish guidelines for the installation of satellite, cable and fiber wiring. The following rules and installation guidelines shall be established and enforced.

- A. Dish/Cable/Fiber installation shall be completed by the providers installer for cable, satellite and fiber. Installer shall carry the required insurance and provide the Rogersville Housing Authority with the current certificate of insurance before any work for installation begins. **Tenant shall not install satellite dishes themselves.**
- B. Rogersville Housing Authority must approve the location and installation procedure. This permission shall be in writing to comply with the lease agreement and this policy.
- C. The Tenant accepts responsibility for any liability for injury to persons or property caused by the installation.
- D. The tenant agrees to indemnify and hold the owner and management harmless from any and all liability from, in relation to, or associated with the satellite, cable or fiber installation and related equipment.
- E. It is the responsibility of the tenant to obtain the proper approval of at least two weeks in advance and during regular business hours of 8:30 a.m. to 3 p.m. for Rogersville and no sooner than 9:00 A.M. and no later than 2:30 P.M. for Church Hill and Rutledge (no weekend or holidays).
- F. No outdoor TV antennas are allowed.
- G. No wall mounted flat screen televisions or monitors.

**ROGERSVILLE HOUSING AUTHORITY  
SCHEDULE OF MAINTENANCE CHARGES  
EFFECTIVE 03/07/2025**

ITEM	CHARGE
<b>SPECIAL CHARGES</b>	
Lockout during office hours	\$25.00
Lockout after office hours, weekends, holidays	\$50.00
Key	\$7.00 per key
Lock Change	89.00 (includes 2 keys)
Deadbolt change due to abuse	\$135.00
Light Globes/fixtures	\$30.00
Storage Unit Lockout	\$25.00
Smoke Alarm damages by tenant	\$50.00
Disabled Smoke Detector (required by HUD)	\$50.00
Trash Pickup in Yard	\$25.00
Parking on RHA Lawns and sidewalks	\$25.00
Disposing of household goods/furniture/trash at tenant request	\$25.00 to \$50.00
Unreturned keys at move-out	\$75.00 per unreturned key
Washing vehicles with RHA Water (tenant/guest)	\$25.00/\$50.00
Unauthorized water use by Visitors	\$50.00
Feeding stray animals	\$10.00
Removing Graffiti, dirty walls	Not less than \$50.00 per room
Clearing out dwelling unit (left by tenant at move out)	\$50.00 to \$100.00
Move out damages	Actual Costs
Remove trash from roof	\$50.00
Ceiling fan mounting	\$25.00 per ceiling fan
Ceiling fan bracing (if needed)	\$50.00 per ceiling fan
Commode Seat Replacement(damaged or broken by tenant)	\$15.00
Commode unstopped (clogged by tenant abuse)	\$35.00
Commode Replaced (damaged or broken by tenant) abuse	Actual Costs
Clogged Drains (kitchen&bath) caused by tenant abuse	\$35.00
Broken sinks or showers	Actual Costs
Kitchen and Bath Faucet damage caused by Tenant	Actual Costs
Cabinet door damages caused by Tenant	Actual Costs
Damages to appliances caused by Tenant	Actual Costs
Floor Tile Damages caused by Tenant	\$5.00 per square
Repairs to Drywall for damages caused by Tenant	Actual Costs — not less than \$25 per room
Exterior repair damages caused by Tenant	Actual Costs
Replacement of Screens damaged by tenant (1 replacement per window per year Only)	\$25.00
Window Glass Replacement (damaged by Tenant)	Actual Costs & Labor
Cleaning out flower beds neglected by Tenant	\$25.00
Replacement of non-standard Dryer Plug	\$75.00
Flea Infestation	\$200.00
After hours calls that are not a genuine emergency	\$30.00
Unreported water leaks that result in high monthly bills (includes outside faucets)	\$25.00/per occ.
Any damages not listed caused by Tenant, Tenant Family or Tenant Guests, this also includes anything found by RHA staff that hasn't been reported	Actual Costs
Service Call for Cable/Satellite/Fiber hookup after initial request (1 per year)	\$25.00 per occurrence
Unreturned storage unit key at move out	\$10.00
Removal of Tires from RHA property	\$15.00 per tire
Parking Permits (allowed 2 per year before fee charged)	\$5.00 per parking permit
Copies for residents (RHA may deny copies based on subject Matter and copy equipment)	\$0.10 per copy

- H. A Rogersville Housing Authority maintenance employee will meet with the installer only after the instructions and requirements of this policy are met to approve the satellite/cable/fiber installation. The tenant must coordinate with the administrative/maintenance department and set a date and time for the appointment of at least two weeks prior to installation. **DO NOT CALL WHEN THE INSTALLER IS ALREADY THERE IF YOU HAVE NOT SCHEDULED THIS WITH THE Rogersville Housing Authority.** If the installer fails to follow the guidelines as outlined and is not corrected, **the tenant agrees to have the satellite, cable or fiber and equipment removed.**

**\*\*\*Please note that the Rogersville Housing Authority will not approve any satellite, cable or fiber installation of any kind to your apartment more than one time per year. \* More than one service call per year will result in a Maintenance charge of \$25.00.**

The following instructions and specifications shall be used as outlined for the installation of all satellite/cable/fiber placement and made part of the satellite/cable/fiber installation policy agreement between the tenant and the Rogersville Housing Authority.

- A. Satellite, cable and fiber and all related equipment **shall** be installed in accordance with the manufacturer safety and instruction guidelines.
- B. **Only one satellite dish shall be allowed** per household. Satellite dish may not exceed 1 meter in diameter (3 foot 3 inches) measured across at the widest circumference of the dish
- C. Satellite dish **shall not** be installed in ways that would enable it to fall, dish must be mounted with manufacturers recommended brackets and hardware.
- D. Dish is to be mounted on a pole supplied from dish provider or **mounted to clothesline post (RECOMMENDED BY RHA)** if allowed by dish provider. The dish should be **set as close to the structure as possible and not out in the yard.**
- E. Approved cable/fiber routing is allowed only by routing cable/fiber inside walls, crawl spaces or attics to industry standard cable/fiber plates mounted on the wall. Cables/fiber may be routed thru windows with the use of a flat window coax cable. This cable shall not damage the window and still allow the window to shut and also lock. The additional cost, if any, will be at the expense of the tenant.
- F. **Under no circumstances shall the installer or tenant bore holes through the brick or vinyl veneer, route service wiring along outside or inside walls or along ground. Installer must not make any penetrations through roof for dish mounting or wiring.** All installation shall comply with the procedures as listed above. **Any installation found to be out of compliance shall be removed by the management and any cost for removal and damage to the dwelling unit shall be the responsibility of the tenant.**
- G. If cable or wire is found running on top of ground, it will be removed immediately by the maintenance department at a maintenance charge to the tenant.
- H. **Satellite dishes cannot be installed on roofs or siding.**
- I. No wall mounted flat screen televisions or monitors.

J. No outdoor TV antennas are allowed

The intent of this policy is to set reasonable rules for installation and ensure that satellite, cable and fiber wiring do not create a safety risk or damage property.

**Tenants must contact the main office on all requests for the installation of satellite, cable or fiber service. The installer will be required to contact the maintenance department to access attic or crawlspace.**

### KEYS AND LOCKS

#### A. Apartment Keys

Keys are issued to all residents at the time of move-in. **Any alteration, addition, and/or replacement of a lock (s) are strictly prohibited.** Any locks installed by the resident will be removed by management and the resident charged for the expense.

1. Should the deadbolt require changing for any reason other than to operate correctly due to normal wear and tear, there will be a fee of \$135.00 per deadbolt. This deadbolt fee will be charged to the resident (s) in those cases which include, but are not limited to: 1) Abuse of the lock by a household member, guest, friend, or relative; 2) failure of resident to notify management of required lock repairs; 3) Other. Payment of the Lock Fee is due within two (2) weeks of receipt of written notice for the charge (s).
2. When a resident request a lock change to ensure his/her level of personal comfort, a Lock Change Fee of \$89.00 (includes 2 keys) is payable in advance. Exceptions may be considered for victims of domestic violence, dating violence, sexual assault, sexual battery and stalking.
3. Keys will be issued for household members only. Two (2) entry keys are provided per household at move-in time. Additional keys may be purchased for seven (\$7) dollars each. Residents are not permitted to provide keys to relatives, friends, or guests without the express written consent of the Housing Administrator.
4. The resident(s) on the Lease are responsible for the control of and return of all keys issued during his/her term of possession of the apartment. Failure to return all keys issued will result in a \$75.00 charge for each lock change as a result of the missing keys.

#### B. Lockouts

1. Residents(s) on the Lease are responsible to provide access to his/her unit for all household members. Repeated requests for access to the apartment by household members will not be granted by the Rogersville Housing Authority. There will be a Lockout Fee of \$25.00 for any lockout occurring between the hours of 8:00 a.m. through 4:00 p.m.
2. **ALL AFTER HOUR LOCKOUTS WILL BE CHARGED.** There will be a fifty (\$50) Lockout Fee for any lockout occurring between the "closed" office hours which are 4:00 p.m. to 8:00 a.m. Monday through Friday. On all weekends and holidays, there is a fifty (\$50) Lockout Fee for any lockout occurring between the hours of 4:00 p.m. and the opening of the office the next business day. This Lockout Fee is due within two (2) weeks of written notice of the charge(s).

### EMERGENCY MAINTENANCE WORKORDERS:

For emergencies that occur after regular working hours, the Rogersville Housing Authority shall have a twenty-four (24) emergency response system in place:

1. Gas Odor or suspected Gas Leak (**Contact the Gas Company FIRST – Rogersville call 423-272-8841 and Church Hill call 423-357-8585 or 911**)
2. Fires (tenant must leave apartment and call 911 FIRST)
3. Loss of power or no Electricity (**call Holston Electric at 423-272-8821 or in Rutledge call Appalachian Elect. 865-828-5225 FIRST**)
4. Broken Water lines (pipe burst, etc.)
5. Exposed electrical lines (call Power Company FIRST (Holston Electric at 423-272-8821 (or in Rutledge call Appalachian Elect. **865-828-5225 FIRST**))
6. No heat (when temperature is less than 40 degrees Fahrenheit)
7. Broken door locks or window latches
8. Seriously Damaged or Broken Apartment Door or Windows – making it impossible to secure apartment. (if broken or damaged door or window is caused by tenant, tenant's family, or visitors, tenant will be charged for damages)
9. Inability to Flush Toilet – due to blockage
10. Sewage Back-Up
11. Smoke alarm (beeping)
12. Lock-Out – Automatic Charge to Resident
13. Refrigerator not keeping items cold / freezer not keeping items frozen
14. Hot water heater leaking

**Residents will be charged \$30.00 for any after-hours calls that are not a genuine emergency. The staff has the authority to refuse to perform any service request that is not an emergency.**

For more information, see Housing Administrator.

The Rogersville Housing Authority shall exercise this policy to the extent allowable by all applicable laws, rules, policies and/or regulations.

#### PET POLICY

Residents of the Rogersville Housing Authority may own and keep up to one (1) common household pet. However, prior to housing any pet on the premises, the resident must submit a **Pet Application** and sign a Pet Lease with the Rogersville Housing Authority. Permitted pets are domesticated dogs, cats, birds in cages and fish in aquariums. The adult size of the dog may not exceed 18 inches tall and 50 pounds when full grown. The adult size of the cat may not exceed 10 inches tall and 20 pounds when full grown. **PROHIBITED ANIMALS: ANIMALS THAT ARE CONSIDERED VICIOUS, INTIMIDATING, AND/OR ANY ANIMAL THAT DISPLAYS VICIOUS BEHAVIOUR WILL NOT BE ALLOWED. SOME EXAMPLES OF ANIMALS THAT HAVE A REPUTATION OF A VICIOUS NATURE ARE: ROTTWEILER, DOBERMAN PINSCHER, PIT BULL DOG, CHOWS OR BREEDS NOT PERMITTED UNDE STATE OR LOCAL LAW CODE. OTHER PRHIBITED PETS: REPTILES, SUCH AS SNAKES, LIZARDS, IGUANAS, CHAMELEONS, AND ALLIGATORS. FARM ANIMALS, SUCH AS CHICKENS, PIGS, COWS, MULES, HORSES, ETC. WILD ANIMALS, SUCH AS LIONS, LEOPARDS, BEARS, TIGERS, WOLVES / WOLF-HYBRID. RODENTS, SUCH AS RABBITS, HAMSTERS, GUINEA PIGS, AND GERBILS. LARGE BIRDS, TARANTULA SPIDERS, FERRETS, OR OTHER ANIMALS WHOSE NATURAL PROTECTIVE MECHANISMS POSE A RISK TO SMALL CHILDREN OF SERIOUS BITES. THIS DETERMINATION WILL BE MADE BY A ROGERSVILLE HOUSING AUTHORITY REPRESENTATIVE PRIOR TO THE EXECUTION OF THE PET LEASE.**

Prior to execution of the Pet Lease, the following documentation must be submitted: Pet Application, current vet records (shots and evidence that pet has been spayed or neutered), and a current license issued by the appropriate authority, if applicable.

Resident must bring the pet to the Rogersville Housing Authority Main Office at the time of execution of the Pet Lease so a photographed identification of the pet can be obtained by the Rogersville Housing Authority.

A pet deposit of \$300.00 will be required for all authorized pets upon execution of a Pet Lease. The Resident is required to pay an initial deposit of \$150.00 with the balance to be paid in three (3) fifty (\$50) dollar per month payments. NO REFUND OF THE PET DEPOSIT WILL BE GIVEN BY THE RHA UNTIL THE RESIDENT'S TERMINATION OF THE LEASE. If tenant moves out before the entire Pet Deposit is paid in full (\$300), tenant will forfeit the amount that has already been paid and they will not receive any of the pet deposit back.

Pets that are un-approved by RHA or not owned by a tenant are not allowed on the premises; there is no such thing as "pet setting". If a pet(s) or any other animal is discovered in the apartment without a pet permit, one (1) warning letter will be sent which may include a \$100 charge. If an un-authorized animal is discovered again, a 30-day lease termination may be sent.

#### C. Mailbox Keys

1. Mailbox keys are obtained from the Post Office for a fee set by them. However, on occasion if a previous tenant returned the key to the Housing Administrator at move out, then it will be passed on to the new tenant. The fee that you pay the Post Office is nonrefundable, thus making it feasible for the Rogersville Housing Authority to pass it on to the new tenant.
2. The tenant must use their unit address as their mailing address for all official Rogersville Housing Authority correspondence. This correspondence includes but is not limited to: re-examination appointments, rent change notifications, inspection appointments, inspection results, termination proceedings, etc. Exceptions may be made to this rule on a case-by-case basis, i.e. domestic violence victims or if a tenant is able to demonstrate that their mailbox has been tampered with and is unsecure by submitting official documentation from the U.S. postal service and/or police records. Failure to use the mailbox provided to your residence will be considered a violation of your lease and reason for termination. If mail is returned to the RHA office, future mail will be sent "**certified with a return receipt**" and will be charged to the tenant account until notification is received that tenant is using the mailbox. Mail will not be sent to a PO Box or address of another person on your behalf.

#### MOVE OUT POLICY

##### A. Notice to Vacate by Resident:

The tenant may terminate the lease at any time upon submitting a 14 day written or verbal notice to the Housing Administrator. Rent will be pro-rated for the days that the tenant lives in the unit. Once the tenant has returned the keys to the Rogersville Housing Administrator, a move out will be performed to credit charges for the remainder of the month, if any is due. If the tenant moves out without giving a notice, they will be charged for the 14 days.

##### B. Move Out due to Deceased Resident:

It is the policy of the Rogersville Housing Authority, to allow the family members of the deceased resident (and/or live-in aide) fourteen (14) days to remove the belongings of the deceased. However, in some cases when the rent has been paid in full for the current month, the Rogersville Housing Authority will allow them until the end of the current month to remove the belongings. Once the keys have been returned to the Housing Administrator and a move out inspection has been completed, the tenant will be moved out and reported to HUD as deceased.

##### C. Move Out Charges:

1. Upon the move out inspection, residents will be held responsible for all damages beyond normal wear and tear to the unit and appliances.
2. Damages beyond normal wear and tear not repaired will be charged to the resident's security deposit and if necessary the resident's account at the time of move-out. The price list in effect at the move-out will be utilized to price labor and materials.

3. Photographs of the damages will be maintained in the tenant file in accordance to retention schedule.

### **BEDBUG POLICY**

The purpose of this policy is to set forth the rules and responsibilities of the Rogersville Housing Authority and the tenant in minimizing the potential for bedbugs. This policy will also provide guidance in cases where bedbugs are present in order to eliminate them as quickly as possible.

Bedbugs are difficult to contain without the proper treatment. Therefore it is imperative that the Rogersville Housing Authority, the tenant (s) and the Pest Control Company work simultaneously toward a common goal, extermination and elimination. Left untreated bedbugs can spread throughout the residence affecting current and future tenants.

#### **A. Rogersville Housing Authority's Roles and Responsibilities**

Upon notification from the tenant the Rogersville Housing Authority along with the Pest Control Company will perform an initial inspection of the tenant's residence within three working days. If it is determined that bedbugs are present the Rogersville Housing Authority will provide the tenant with the "Tenant Roles and Responsibilities" document. This document will be explained to the tenant to ensure understanding and compliance prior to treatment. In addition, the Rogersville Housing Authority will secure the tenant(s) signature indicating understanding of the document.

Upon successful completion by the tenant of the Roles and Responsibilities, the Pest Control Company along with a Rogersville Housing Authority Maintenance employee will professionally treat the residence and perform a follow-up inspection to ensure that the treatment was successful. The process will consist of four (4) treatments performed by the Pest Control Company along with a Rogersville Housing Authority Maintenance employee. Each treatment will be performed once a week for a total of four (4) treatments which will consist of four (4) weeks provided the tenant has followed the Tenant Roles and Responsibilities. The inspection of the dwelling will be after the fourth treatment has been successfully completed by the Pest Control Company and a Rogersville Housing Authority Maintenance employee. In cases where the tenant has not performed the Roles and Responsibilities, treatment will be more than the anticipated four (4) weeks.

HUD regulations require tenant cooperation in order to successfully eliminate the presence of bedbugs. Therefore, it is the tenant's responsibility to call in a work order as soon as the presence of bedbugs is suspected. This will allow Rogersville Housing Authority to address the potential infestation at its onset and before it affects other tenants. In addition, **the tenant must be on site when the initial inspection is conducted.** If it is determined by the Pest Control Company and the Rogersville Housing Authority that bedbugs are present, the tenant must complete all items listed as "Tenant Roles and Responsibilities" prior to treatment and as soon as possible. This will help to minimize the severity of bedbug presence and resolve the problem quickly.

#### **B. Failure To Comply**

If treatment is scheduled and the Pest Control Company determines that the tenant (s) has not performed the responsibilities listed in "Tenants Roles and Responsibilities" the following will occur:

1. Treatment will be cancelled by the Pest Control Company;

- o Do not flush wipes of any kind down the toilet to prevent plumbing issues which may result in charges to the tenant.

### **SOLICITATION POLICY**

The Rogersville Housing Authority is committed to providing a decent and safe environment throughout the property owned and/or controlled by the Authority.

The Rogersville Housing Authority adopts the following policy concerning solicitation on all property owned and/or controlled by the Rogersville Housing Authority.

The Rogersville Housing Authority, its employees and authorized agents may prohibit solicitation on Rogersville Housing Authority property or property controlled by the Rogersville Housing Authority unless express written permission of the Executive Director is obtained in advance of the entering on said property for solicitation purposes.

#### **Obtaining Written Permission**

Any person, group or other organization may request permission for entering the premises owned or controlled by the Rogersville Housing Authority and must be obtained by the Executive Director. The request must be in writing and include the nature of the gathering or solicitation, the dates, the person or persons in charge, and other information as required by the Executive Director. The Rogersville Housing Authority shall not discriminate against any person, firm, group or organization in granting its expressed written permission for solicitation as provided in this policy. A breach of the approved dates, times, purposes and/or locations shall be considered to be trespassing on the property. The written permission shall be available for inspection during the solicitation by any member of law enforcement or any employee or agent of the Rogersville Housing Authority. If said written permission is not available for review, the solicitation shall immediately cease until such time as the written permission is produced.

#### **Prohibited Activities of Solicitation**

Distribution of any type of materials (including but not limited to leaflets, fliers, gifts, surveys, brochures, posters, coupons, etc.), or solicitation of any type of goods and/or services to the resident's door to door is strictly prohibited. Furthermore, the passing of petitions, distribution of written information, and picketing are not allowed. Commercial solicitation, including but not limited to promotion of sale of products, merchandise or services for the benefit or profit of employees, is prohibited unless written consent is obtained from the Executive Director. Soliciting or interfering with residents is prohibited and violators will be required to leave. Door to door solicitation is not permitted within the properties owned or controlled by the Rogersville Housing Authority. Residents should notify management whenever solicitors appear at their door.

Any person, firm, group or organization who attempts to carry on solicitation without the express written permission, and is found to be on the premises owned or controlled by the Rogersville Housing Authority shall be given a trespass notice and shall be informed that they are trespassing. Any further action of the person, firm, group or organization after said warning shall be handled in accordance with local laws.

- The grounds are mowed as scheduled by the Rogersville Housing Authority or their contractor. Tenant should pick up all trash from the yard, move toys, bicycles, lawn furniture, picnic tables, bird baths, etc. out of the way. No items should be propped against the building. **NO MOWING BY RESIDENTS IS ALLOWED.** Resident will be responsible for weeding around flowers, plants, etc. that has been planted around the apartment.
- Do not hang any objects such as flower pots, wind chimes, etc. from the gutters, eaves or the front porch of the apartment.
- Keep porches' free of unsightly clutter.
- No personal, seasonal, or special use or other unsightly items may be stored or displayed on porches or common entries. Only furniture designed for outside may be placed on the porches. No appliances or motorcycles are allowed on the porches.
- Porch furniture must be approved exterior furniture (no inside furniture of any kind) and must be maintained in an acceptable condition. The exterior storage of any other type of furniture is prohibited.
- Do not use a barbeque grill on the front or back porch. This is a fire hazard. Please store grills behind apartment.
- Absolutely no fireworks of any kind are allowed on housing authority property.
- Christmas lights and decorations are allowed on the outside of home, in windows and on Christmas trees indoors. Christmas lighting will be allowed from Thanksgiving Day thru two weeks following New Year's Day. No lights should be left burning during day light hours with the exception of Christmas and New Year's Day and should be turned off by 11:00 p.m.
- No resident or guests of resident are allowed to wash automobiles. Charges will be applied to the tenant account if violated as indicated in the Maintenance Charge List.
- During the summer, some tenants may allow their children to use ONLY wading or "kiddie" pools. Please note that only pools 6" high and made of molded plastic are allowed. No soft side or larger pools are allowed. Any pool must be drained and put away daily. Please remember that use of pools is not included in your utility allowances and may incur an excess utility charge.
- No signs, advertisements, notices, other lettering or flyers should be exhibited, inscribed, painted, or affixed by any resident or guest on or to any part of the exterior of the building without the express written consent of the RHA.
- Street and building number may not be altered by the resident.
- **Yard Sales** are permitted in the summer months. Only two yard sales per year per tenant are allowed. Yard sales can only be held on Friday and Saturday and **everything must be cleared** away by Saturday night.
- Unauthorized use of water by tenant will result in a \$25.00 charge; unauthorized use by tenant guest(s) \$50.00 will be charged to tenants account payable in two weeks.
- No fire pits, trampolines or swing sets allowed on RHA property.
- Do not attach items to the outside of the apartment building (brick, vinyl siding, etc.) by screws, nails, hooks or any type of fastener.

2. Tenant will be held financially responsible for all costs due to bedbug infestation;
3. Tenants lease may be terminated;

### **STORAGE UNIT POLICY**

The Rogersville Housing Authority has provided some developments with storage units at no cost to the tenant. These storage pods are in various locations of the development depending on where the apartment is located. Storage units are strictly for the tenant's use and are not to be used for living quarters, subletting, or for any other purpose other than to store personal items.

These storage units **MUST** be locked at all times. Failure to lock the storage unit will result in a maintenance charge of \$25.00 to relock the unit.

Units must be made available to the Rogersville Housing Authority for annual inspections or for any other reason deemed necessary.

Tenants are not required to use the storage units; however, the Rogersville Housing Authority will secure them with a lock at all times. Beginning January 2021, one key to the storage unit will be given to new tenants at their move in appointment.

### **Tenant Rules and Responsibilities**

- Do not sublease the storage unit.
- Do not store recreational vehicles such as motor bike, go carts, 4-wheelers, etc.
- Do not store any flammable or hazardous materials (including gasoline) in unit.
- Do not allow anyone to use the storage unit in any way such as storage of personal items, living quarters or any other reason.
- **Storage unit must remain locked at all times.**
- Storage unit must be made available when requested by the RHA staff for inspections or for any reason deemed necessary.
- There shall be no "swapping" of storage units. Tenants must use the storage unit assigned to their apartment.
- If RHA gave a key to the resident for the storage unit and the lock is missing or the key is not returned at move-out, tenant will be charged \$10. 00.

### **Failure to comply:**

Any violation of this policy is a violation of the lease agreement with the Rogersville Housing Authority and may result in a 30-day lease cancellation.

***NO INDIVIDUAL STORAGE BUILDINGS ARE ALLOWED TO BE PLACED ON THE ROGERSVILLE HOUSING AUTHORITY PROPERTY.***

### **VEHICLE-PARKING POLICY**

All motorized vehicles parked on the Rogersville Housing Authority property must comply with the following community rules:

- A. **TENANTS OR FAMILY MEMBERS THAT DO NOT HAVE A VALID DRIVING LICENSE WILL NOT BE ALLOWED TO REGISTER A VEHICLE WITH THE ROGERSVILLE HOUSING AUTHORITY.** All resident's motorized vehicle (s) parked at the development must be registered with the Housing Administrator. Only one (1) vehicle per adult tenant is allowed or two (2) maximum vehicles per unit to park in the Rogersville Housing Authority premises. (Unless special

circumstances are approved by the RHA). A motorcycle is considered as one (1) vehicle. Motorcycles must be registered and parked in tenant designated parking. Vehicles must not be parked or driven on the grass, on sidewalks or stored in storage buildings (unless prior approval is received by RHA management). Vehicle registration must reflect as owner or co-owner the name of one or more household members. Tenants or family members who have a vehicle not registered to them will be required to bring a notarized statement from the owner listed on the valid vehicle registration stating that they have permission to borrow the vehicle. This statement should include the name, address, and phone number of the owner, the model and type of vehicle borrowed and the length of time being borrowed. Vehicles not registered with management may be towed at the owner's expense in accordance with Tennessee State Law. No vehicle may be registered using the dwelling unit as the address for registration by any person not listed on the dwelling lease.

- B. Residents are given one (1) parking space indicated with the apartment number on the space. If your family has more than one vehicle which has been given a permit by the housing authority, you will be required to use a visitor space indicated with no number. You do not have a specific parking space for your additional vehicles or your visitors. Spaces that are not clearly indicated with the apartment number are on a first come first serve basis. Residents or residents' visitors who are parked in a tenant reserved parking space will be charged \$25.00 per occurrence or it may be towed by the housing authority upon discovery, at the owners' expense. **(Rutledge tenants do not have a reserved parking space).**
- C. Any vehicle (s) within the boundaries of the property found to be in an inoperable condition or illegal to operate for three days will be towed at the owner's expense. Inoperable condition includes, but is not limited to: flat or missing tire (s), mechanical problem (s), (i.e. motor will not start, drive train problem, no brakes), or damaged from a collision. Illegal to operate includes, but is not limited to, a broken windshield or head lamp, no current registration, no current emission approval, or no current license tags.
- D. The storage of resident/non-resident vehicle(s) is strictly prohibited. If not immediately removed the vehicle (s) will be towed at the owner's expense.
- E. All vehicles are to be maintained with legal license plates, vehicle registration and insurance as is required by the State of Tennessee.
- F. Washing vehicle(s) with water provided by the Rogersville Housing Authority is strictly prohibited. Violation of this rule will result in a \$25.00 charge to be assessed against the resident for each violation of this rule. This charge must be paid in full within two (2) weeks of written notice of this charge. Residents will be charged \$50.00 for allowing any violation of this rule by any guest.
- G. The repair of vehicles on the development community property is strictly prohibited. Any vehicle deemed under repair and inoperable by management will be towed from the property after serving proper notice to the owner. Battery assisted starting of vehicles and changing flat tires is permitted provided the vehicle is not left unattended on any type of jack, jack stand, or block at any time.
- H. Vehicles with a fluid leak (oil, transmission fluid, radiator, etc.) will not be parked within the physical boundaries of the property at any time. Any vehicle with a fluid leak will be removed from the property immediately upon written notification from management. The vehicle will not be allowed to be parked at the development unit until proof of repair of the fluid leak is provided to the Housing Administrator. The resident (s) on the Lease will be responsible for any cleaning and/or damages

### **COMMUNITY APPEARANCE AND UPKEEP OF GROUNDS POLICY**

Keeping up the appearance of the development is a job that the tenant and the Maintenance Staff will share. It takes many hands to help keep the grounds and parking areas free from trash. Lawns, streets and sidewalks that are free of trash makes people feel good about calling a place "home". Maintenance employees can spend more time on needed repairs if they receive help keeping litter picked up

#### **The Apartment Lease states:**

*To maintain the dwelling unit in a manner that complies with all obligations imposed upon the Tenant by applicable provisions of the building, housing, fire and health codes materially affecting health and safety, and to allow RHA to make necessary inspections of the Tenant's dwelling unit; To maintain the premises assigned to the Tenant in a clean and safe condition that does not contribute to vermin infestation or other health or safety hazards; To refrain from and to cause authorized tenant members, guests and other persons under the control of the Tenant to refrain from destroying, defacing, damaging or removing any part of the dwelling unit, common areas or development. To keep such areas outside the dwelling unit that may be assigned to the Tenant for the Tenant's exclusive use in a clean and safe condition;*

#### **Below is a list of Tenants Obligations, Rules and Regulations:**

- Tenant must keep litter out of yard. A charge, as noted on the Maintenance Charge List, will be made if it is necessary for maintenance staff to pick up trash in yard. Lawns should be kept free of unattended or abandoned furniture, toys and other personal property. Statues, lighting or any kind of "yard art" is not allowed on the lawns or around the sidewalks. These items must be placed up against the building.
- Garbage and rubbish should be placed in proper receptacles on a regular basis.
- Steps (front and rear) should be clean and free of hazards.
- Sidewalks should be clean and free of hazards. In winter, it is the tenant's responsibility to see that the walk is clear of snow and ice.
- Entrances, passages stairways, corridors, hallways and courtyards should not be obstructed, encumbered, or used for any purpose other than entering and exiting the unit.
- **DO NOT PLANT ANY TREES, BUSHES OR SHRUBBERY OF ANY KIND ON ROGERSVILLE HOUSING AUTHORITY PROPERTY.** Landscaping is the responsibility of the housing authority.
- Only flowers or vegetables of a small variety (no Iris's) up against the apartment is allowed. Landscape "fencing" must be put around flowers or vegetables; however it must be removed in the fall along with cutting all debris from the flower beds and plant beds. Tenant may also plant flowers or vegetables in pots as long as the pots are placed on the porch. A charge, as noted on the Maintenance Charge List, will be made if it is necessary for maintenance staff to cut weeds around the tenant's apartment. Flowers or plants can not extend past the roof line of any apartment
- No bird houses or bird feeders.

as defined by laws and courts of the State of Tennessee anywhere on the Rogersville Housing Authority property.

### **ABSENCES FROM THE APARTMENT**

Residents who will be absent from their unit for more than seven (7) consecutive days must notify the manager in writing prior to the intended absence.

### **RETURNED (BOUNCED) CHECK POLICY**

If a resident's rent payment check is returned unpaid as non-sufficient funds, a twenty (\$) 20 dollar administrative fee will be charged to the resident's account. If the payment was for charges due by the 10<sup>th</sup> of the month, the 10% late fee, plus a certified letter charge will also be applied to the resident's account. The Rogersville Housing Authority will no longer take payment from the resident in the form of checks. IT IS A CRIME TO WRITE A WORTHLESS CHECK. If payment is not received as instructed by the Rogersville Housing Authority management, the authorities will be contacted.

### **SMOKE DETECTORS**

Your apartment comes equipped with a smoke detector which is provided for your safety. Smoke detectors will be tested regularly by the Maintenance Personnel, however should the resident experience problems with the smoke detector beeping; they should contact the Maintenance Department immediately.

Disconnecting a smoke detector in any manner, removing any batteries from a smoke detector or failing to notify the Rogersville Housing Authority if the smoke detector is inoperable for any reason is a violation of the lease. If a disconnected smoke detector is found in the apartment or missing, a charge of \$50.00 will be applied to tenants account for each disconnected or missing smoke alarm.

### **PEST CONTROL POLICY**

The Rogersville Housing Authority will make all efforts to provide a healthy and pest-free environment for its residents. In order to comply with the State of Tennessee regulations, all pest control functions will be performed by licensed contractors. The Authority has ongoing pest control management with a regularly scheduled program in all developments for infestation of cockroaches, mice, bedbugs\*, etc. A combination of tactics is used, including resident cooperation. Low risk bait is the current treatment of choice and chemical pesticides are used only when the bait fails. However, treatment will be changed as new products become available and/or insects become resistant to the current treatment.

Additional treatment between regularly scheduled treatments is provided when necessary. Termite and flea treatment is performed on an as needed basis, however residents with pets will be charged for flea treatments.

Resident cooperation with the extermination plan is essential. All apartments in a building must be treated for the plan to be effective. Residents will be given information about the extermination program at the time of move-in and at annual re-examinations. All residents will be informed in writing at the beginning of the year with the schedule of exact dates of pest control for their development. In addition, the schedule will be posted on the office bulletin board. If necessary, these instructions and schedule shall be bi-lingual to properly notify the resident population.

The Rogersville Housing Authority Apartment Lease states that all residents must allow entry for pest control treatment. Residents who refuse to cooperate with our staff and the pest control program may be issued a 30-day lease cancellation.

to the parking lot surface. The resident(s) on the lease will reimburse the Rogersville Housing Authority for all costs within two weeks of receipt of written notice of all charges.

- I. All off road bikes, mini-bikes, and any other type of recreational vehicles are strictly prohibited from operation within the physical boundaries of the development. All off road bikes, mini-bikes, or any other type of recreational vehicle must not be brought onto and/or stored within the development boundaries.
- J. Vehicles are to be parked in designated parking areas only. Vehicles owned by tenant or tenant visitors parked in a "NO PARKING" area, indicated in writing or by diagonal stripes, or yellow or red painted curbs, will result in a \$25.00 charge to tenants account, payable with the following months' rent and may result in towing of the vehicle at owners' expense. Vehicles without proper handicapped tags parked in spaces designated for handicapped parking will also be towed at the owner's expense.
- K. Vehicles with loud mufflers or any other type of noisy mechanical attachment or defect will be removed from the property immediately upon receipt of written notification from management. The vehicle will not be returned to the property unit written proof of repairs to correct the problems (s) has been approved by site management staff.
- L. Guest must park their vehicles in parking spaces away from the buildings or on the street near the curb. It is the resident's responsibility to inform guests where to park. There are no assigned guest parking spaces, only on "first-come first served" basis unless required by a disabled person as a form of a reasonable accommodation.
- M. Management is not responsible for the safety or security of your vehicle(s) or your guest's vehicle(s).
- N. The parking or driving of commercial vehicles used by residents for work is prohibited. All vehicles weighing more than 4,000 pounds are prohibited within the boundaries of the development except for the temporary delivery of goods or services to the property and/or residents.
- O. The driving, parking, and/or operation of any type of vehicles on the lawns and/or sidewalks is strictly prohibited. Vehicles may be operated on the driveways and parking lots only. Violations will result in corrective action deemed necessary by management and /or local police agencies. Vehicles in violation will be towed at the owner's expense and a \$25.00 charge, plus costs to repair any damages to grass or sidewalks, will be added to tenants and are due with the next month's rent.
- P. Large trucks, motor homes, boats and trailers, utility trailers, commercial vans and/or trucks, off road motorcycles, mini-bikes, 4 wheelers, excavation equipment or any commercial equipment is strictly prohibited from the development property.
- Q. Proper notice is considered properly served by posting written notice in an obvious location (front, back, or side window) on the vehicle.
- R. ALL Rogersville Housing Authority developments require parking stickers. Only residents with RHA parking stickers can park in designated areas. Visitors must park on public streets or designated parking areas specifically for visitors. Parking stickers will be available from the Housing Administrator at the time of Vehicle Registration execution.

Certain parking spots are designed for handicap parking only. Please be courteous and do not park in these areas unless you have an appropriate handicap decal, badge or tag issued by the clerk's office.

Cars that are not appropriately marked **WILL BE TOWED** whether they have a RHA parking sticker or not. All vehicles are subject to tow if improperly parked regardless of time parked there.

### **VISITORS POLICY**

The Rogersville Housing Authority has assigned your family to your home based on the size of your family on the lease agreement.

Residents are permitted to have a guest(s) visit his/her residence.

- However, if the resident allows a guest(s) to make re-occurring visits or one continuous visit in excess of three (3) days and nights in a thirty (30) day period without written consent from the Rogersville Housing Authority management, the resident will be notified in writing that the visits are in violation of the Lease Agreement and the Rogersville Housing Authority Visitor Policy.
- Resident's guest(s) are subject to the terms of the Lease Agreement and Rogersville Housing Authority policies.
- The resident is accountable for guest(s) actions while the guest(s) is on the Rogersville Housing Authority property.
- No boarders or lodgers are permitted in your home.
- The resident and resident's family may be evicted if the resident and/or resident's family violates the Visitor Policy.

### **VISITORS ATTENDING BOARD MEETINGS POLICY**

Recognizing that all Board Meetings are open to the public, the Rogersville Housing Authority has adopted the following policy concerning visitors at meetings.

Anyone is welcome to attend all meetings of the Board of Commissioners; however, if anyone wishes to address the board or participate in such meetings, they must first call the Rogersville Housing Authority Executive Director no later than the close of business, ten (10) days in advance of the meeting and be placed on the agenda. The request shall identify the topic on which the visitor wants to address to the Board of Commissioners.

### **SECURITY CAMERA POLICY**

#### **A. Purpose**

The purpose of the Rogersville Housing Authority's Security Camera Policy is to regulate the use of security cameras to observe and record public areas for purposes of safety and security. The existence of the policy does not imply or guarantee that cameras will be monitored in real time 24 hours a day, seven days a week.

#### **B. Scope**

This policy applies to all security cameras on Rogersville Housing Authority property. To ensure personal privacy, cameras will be located and record data only

in areas that are considered public. These cameras are not continuously monitored but are intended to be used in investigations of alleged criminal activity.

#### **C. General Principals:** General principals are outlined below:

- Rogersville Housing Authority is committed to enhancing the quality of life of residents in our public housing communities. A critical component of comprehensive security plan is using the technology of security cameras.
- The purpose of camera surveillance in public areas is to deter crime and to assist the police in protecting the safety and property of the community.
- Video surveillance for security purposes will be conducted in a professional, ethical and legal manner. Personnel involved in video surveillance will be appropriately trained and supervised in the responsible use of this technology.
- Information obtained through video surveillance will only be released when authorized by the Executive Director to the appropriate law enforcement agency.
- Surveillance of public areas for security purposes will be conducted in a manner consistent with all existing Rogersville Housing Authority policies including the Non-Discrimination Policy and the Sexual Harassment Policy. The code of procedures for video surveillance prohibits surveillance based on the characteristics and classifications contained in the Non-Discrimination Policy, (e.g. race, gender, sexual orientation, national origin or disability, etc.)

#### **D. Responsibilities:**

The Rogersville Housing Authority will oversee and coordinate the use of camera surveillance for safety and security purposes on RHA properties. The Rogersville Housing Authority's Executive Director will review all requests received to release recordings obtained through camera surveillance to law enforcement agencies **ONLY. No recordings obtained through camera surveillance will be released to any Rogersville Housing Authority tenants(s).**

#### **E. Code of Procedures:**

- All operators and supervisors involved in video surveillance of public areas will perform their duties in accordance with this policy.
- The view of residential housing units must not violate the residents "reasonable expectation of privacy".
- Video footage will be saved on remote backup storage for a limited amount of time and will only be accessed by authorized personnel only.
- Camera control operators will not monitor individuals based on characteristics of race, gender, and necessity, sexual orientation, disability, or for other classifications protected by Rogersville Housing Authority's non-discrimination policy.

### **FIREARMS POLICY**

Residents, members of resident's household and guests are prohibited from displaying, using or possessing any **illegal firearms** (operable or inoperable) or other illegal weapons