

RENTAL PAYMENT

- **WHEN IS RENT DUE?**

Rent is always due on the first day of every month. All residents have until the fifth day of each month to pay rent before being counted as late. If the first day of the month happens to fall on a weekend or a holiday, we will begin collecting rent on the following business day.

- **WHAT IF MY RENT WILL BE LATE?**

If you cannot pay your rent by the fifth day of the month, you **MUST** come to the office no later than the fifth and sign a Rent Arrangement to pay at a later date. This will prevent you from being counted as late. However, residents who sign a Rent Arrangement and fail to pay by the date they agreed to pay by will result in being counted as late. Residents are only allowed to be late twice per fiscal year. Our fiscal year is April 1st – March 31st of the next year. The third time a resident is late paying rent within the fiscal year it is an automatic eviction that will **NOT** be reversed!

There is a \$25.00 late charge that is applied to all unpaid rent on the tenth day of every month. Even if you have signed a Rent Arrangement, you will still be charged this late fee if you have not paid by the tenth.

- **WHERE AND HOW DO I PAY MY RENT?**

You may pay your rent by mail, in person or by using our drop-box conveniently located on the front of our building. Acceptable methods of payment include **Cash, Check, Money Order, Debit or Credit Cards.**

No Rent can be collected after 4:00pm

After hours payments may be placed in our drop-box in the form of check or money order only, NO CASH!



**The Housing Authority of the City of Poplar Bluff
P.O. Box 1009 Poplar Bluff, MO 63902**

HOUSEKEEPING

WHAT IS GOOD HOUSEKEEPING?

It is required in the lease that all residents of Public Housing keep their apartments in a safe and sanitary condition. Failure to do so will result in eviction from the apartment. Keeping a clean home is very important! It helps your family stay healthy, prevents the infestation of unwanted household pests, and overall provides for a safer living environment.

The following is a list of responsibilities expected of you to maintain good housekeeping:

- Always clean grease and spilled food from your oven and stove top after cooking
- Keep your dishes and laundry washed and put away to avoid piling up
- Keep your floors, windows, countertops and cabinets clean
- Keep your refrigerator clean by regularly wiping the inside and outside with a damp cloth
- Scrub your bathtub and shower as needed to keep them clean
- Clean your toilet regularly
- Regularly dispose of your garbage
- Use a mild detergent when you are cleaning painted surfaces

ROACHES AND BED BUGS

Recent research has found that roaches and their debris produce harmful allergens. These allergens can trigger asthma in some people especially children. You, the tenant are responsible for keeping your household clean and sanitary. Roaches are attracted to things like clutter, food and garbage. Please do your part in preventing roach infestation and maintain good housekeeping.

Bed bugs are tiny nocturnal bugs that feed on blood. Most often they are found in the seams of mattresses, box springs, sheets or wherever people sleep or sit for long periods of time.

Bed bugs do not transmit diseases to people, they may trigger asthma, they cannot fly or jump but are able to run fast. Bed bugs can be transported in personal belongings, they are often found on thrown-out furniture and can travel throughout a building. Bed bugs can be difficult to control but are able to be eliminated and prevented!

If you notice roaches or bed bugs at any time, call the Housing Authority Maintenance Department at 573-785-2623

HOW TO CARE FOR YOUR APPLIANCES

It is important that you care for your apartment and its appliances. Should anything need to be replaced or repaired due to neglect or damages, it will be done so at your expense! Here are a few things you should do to care for your appliances:

- Your refrigerator should be frost free and not need defrosting. However, if it does need to be defrosted at any time, be careful to not damage it with knives or other tools. Do not use electric defrosters. Please contact the Maintenance Department for questions on how to properly care for your refrigerator.
- Your oven, stove and range hood should be cleaned at least once a week. Your stove will be easier to clean if you keep it clean. A clean stove will also help prevent bug infestation.
- Clean your bathroom regularly. Do not flush items such as sanitary napkins, tampons, or diapers Down the toilet.

YARD CARE



WHEN IS TRASH PICKED UP?

Trash is picked up every Thursday. Trash bags are to be placed in the trash can assigned to you and make sure the lid is securely in place and set out at the curb for pickup. Cans are to be returned to the back of the unit after trash pickup. If your trash is not set out and a Maintenance worker has to haul it or move your trash can to the back of your unit, you will be charged!

THE TENANT'S RESPONSIBILITY OF THEIR YARD

Each tenant is responsible for keeping the yard area assigned to them in good condition. This means that yard areas should be kept free of debris, clutter, toys and garbage. If something is brought into your yard by the wind or an animal, you are still responsible to pick it up. If maintenance has to pick up any items from your lawn, you will be charged accordingly regardless of the circumstances.

WHEN ARE YARDS MOWED?

The Housing Authority is responsible for mowing all HAPB properties. The mowing schedule is as follows:

Monday: Bartlett Street

Tuesday: North C, D and G streets, Cleveland Ave. and South 11th Street

Wednesday: Karen West, West Midland and South Broadway

Thursday: Iowa Ave., Kentucky Ave., Indiana Ave., Illinois Ave., Arkansas Ave., Division Street, East Midland and Tennessee Ave.

Friday: North Second Street, Main Street, Roxie Drive, Bradley Street, Apple Street, Harper Street and Sanders Ave.

SENIOR HOUSING



WHERE IS SENIOR HOUSING LOCATED?

- Wilson Apartments
- Twin Towers
- Hillcrest Apartments

“TOWN TATTLER”

We print a newsletter every month called the “Town Tattler” to outline the activities available. There are many different activities happening all year long. Active resident seniors walk twice a week at the coliseum, exercise equipment is available 24 hours a day, pool tables, assortment of puzzles and computers available to play games on.

WHAT ARE SOME SERVICES THAT ARE OFFERED?

Large assembly room in the Twin Towers for fellowship

Libraries to check out books, buy stamps, make change for residents, low vision machine available for partially sighted, books on tape or CD to hear
Large Screen TV Room

MORE SERVICES OFFERED

The Independent Living Center sponsors exercise classes for people with arthritis all year round. The University of Missouri sponsors a diabetic cooking class in March with free recipes. Meetings are held monthly in the Altrusa, Snider and Toellner rooms.



Maintenance

Emergency Maintenance Response Procedure

Maintenance staff are allowed to respond during non-business hours only to true emergency situations. Work order charges may be applied in certain cases. **Emergency maintenance work orders are only for repair needs which threaten the life, health, or safety of a resident or could cause extreme damage to property.**

Emergency work orders in one or more of these categories may be reported by calling the maintenance department.

Maintenance Emergency Direct Contacts:

573-785-2623 PBHA Maintenance Department

Fire or Police Dial 911

Emergency Maintenance Defined: Plumbing

1. Gas Leak – **If you suspect a gas leak always leave the unit and call Spire Gas company in Poplar Bluff, Missouri. 313 Broadway St, Poplar Bluff, MO 63901 (573) 785-9681 In the event that Spire determines that repairs must be made you should call the Emergency Work Order Line.**
2. Water Heater **Leaking** - no hot water is not an emergency response item
3. Plumbing Leak Sufficient to Cause Damage to Property
4. Clogged Sink – if at least one sink in the unit is functioning properly an emergency response will not be made

5. Clogged or Broken Toilet – if unit has two bathrooms repairs will be made next business day unless both toilets are not functioning. **Tenant must attempt to clear clog with plunger before calling emergency number.**

Emergency Maintenance Defined: Doors/Windows/Structure

1. Exterior Door and/or Window Cannot Be Locked
2. Window Glass Broken Completely Out
3. Major Damage to Structure
4. Ceiling/Roof Leaking
5. Emergency Entry Into Apartment – **Charge applies if door lock is working properly.** Proof of occupancy must be provided (photo identification with matching address or other method).

Emergency Maintenance Defined: Unit Equipment

1. Refrigerator AND Freezer Not Functioning
2. Smoke Alarm Not Functioning Properly
3. Unit Heat Not Functioning (during outside temperatures below 50 degrees)
4. Air Conditioning Not Functioning (during outside temperatures above 90 degrees)
5. Electrical Wires Exposed From Fixture (outlet, switch, light fixture)
6. No Electrical Power in Unit - **Tenant must check breaker box before calling emergency work order number.**

Maintenance Response Procedure During Normal Business Hours

573-785-2623 PBHA Maintenance Department

REPORTING INCOME

WHAT IS COUNTED AS INCOME?

Because your rent is based on your household's monthly income, it is very important that you report any and ALL income changes promptly and accurately. Examples of income may be:

- Wages
- TANF
- Social Security / SSI
- Pension
- Child Support
- Alimony
- Contribution from family or friends

Please report ALL income changes immediately! If you have income that you do not report, you will be subject to paying back rent. Likewise, if you lose income but do not report it, we cannot reduce your rent. You MUST call your leasing specialist to schedule an appointment to come into the office with any changes.

HOW IS RENT FIGURED?

Your monthly rent is based on the highest of the following:

- 30 percent of monthly adjusted income
- 10 percent of gross monthly income

We have a minimum rent amount of \$50.00

WHAT TO DO IF YOU HAVE A HOUSEHOLD CHANGE

If you have any changes in your household such as adding a new baby or adding or removing a family member, you will need to contact your leasing specialist with this information. If an adult member of your household decides to move out of the apartment, he/she MUST come into the office and remove themselves from the lease. This may affect your monthly rent.

WHEN TO REPORT A CHANGE IN YOUR INCOME

If you start receiving income such as going to work, you will need to bring in your first and second paystub. If you start receiving other income such as TANF, SS or unemployment, you will need to bring in your letter as soon as you get it showing the amount you will be receiving.

If you lose income you will need to report it immediately. You must call your leasing specialist to schedule an appointment to come into the office with proof.

If your income changes at all for any reason, call your leasing specialist to see what you need.

IS INCOME VERIFIED?

ALL income must be verified. You must have proof of all income you receive. We have access to the EIV system through HUD. If you have questions about what you need for verification, please contact your leasing specialist prior to your appointment.

Lease Violations

ONE STRIKE!

The Housing Authority of Poplar Bluff has a “One Strike” policy when it comes to illegal drug use or alcohol abuse. If a resident is caught with illegal drugs whether it is on HAPB property or not, an eviction will be issued. The same is true for alcohol abuse that adversely affects other tenants.

“One Strike” evictions are not reversible under any circumstances!

WHAT IF YOU GET AN EVICTION LETTER?

When you lease an apartment with the Housing Authority, you are given a copy of the dwelling lease. The lease contains all of the HAPB rules and regulations. It is **VERY IMPORTANT** that you read and understand your lease! Please keep it in a safe and convenient location so that you may refer to it if you happen to have any questions or concerns about living in Public Housing.

Examples of evictions that a resident could receive:

- Non-payment of rent
- Violation of the Rent Collection Policy
- Failure to pay maintenance charges
- Failure to come into the office for scheduled appointments
- Neighbor Disturbance
- Criminal Activity
- Drugs
- Alcohol abuse that affects other residents
- Failure to provide requested information
- Lapse in Utility/Gas services
- Unauthorized people
- Violation of the Pet Policy



SENIOR CITIZEN ACTIVITIES

HEALTH FAIR

The last Monday in September we sponsor a Health Fair for seniors. We invite health groups of all kinds. Free tests include: glaucoma, bone density, blood pressure, blood sugar, cholesterol, grip strength, weight, oxygen levels and many more. There are booths setup to advise you and hand out prizes!

OTHER ACTIVITIES AND SERVICES PROVIDED BY LOCAL GROUPS

Lake View Home Care gives free blood pressure and blood sugar testing at the Twin Towers, Hillcrest & Wilson Apartments every month.

BINGO every Monday and Thursday Mornings at Twin Towers

BINGO on Wednesday Afternoons at Twin Towers

RSVP/AARP Tax Clinic – Every Tuesday and Thursday 8:00am – 11:00am February – April

Grace Foot Care available the 1st Tuesday and Wednesday of each month by appointment only.
You must contact the RSVP office to schedule an appointment 573-686-8624.

Make sure you have an address change if you need one in order to vote!

NEIGHBORHOOD SAFETY



KNOW YOUR NEIGHBORS

Getting to know your neighbors is an important factor in protecting yourself against crime. When you are aware of your surroundings you are less likely to become a crime victim.

You can help provide a safe and secure neighborhood to live in by pulling together and looking out for each other. Don't hesitate to call the Police Department if you see suspicious activities going on in your neighborhood.

If you know of any drug related criminal activity happening in your neighborhood, please report it to the Confidential Narcotics Information Hotline 573-686-8675.

HOUSING POLICY

Criminal gang members and drug dealers destroy the lives of decent tenants. The rule for residents who commit crime and peddle drugs is ONE STRIKE AND YOU'RE OUT!

COMMUNITY POLICING

Poplar Bluff Police Officers are on duty and available to patrol the Housing Authority Developments 24 hours a day, 7 days a week. If there is a problem in your neighborhood, you should call the Police Department at 573-785-5776 and ask to speak with or have the Housing Officer contact you. As always, if you encounter an emergency dial 911.

IMPORTANT REMINDERS

INCOME DISREGARD

To all residents who qualify for Income Disregard: Should you have any changes in your income it is still your responsibility to promptly report these changes to the HAPB. Failure to do so could result in an eviction being issued.

WHAT IS ENTERPRISE INCOME VERIFICATION?

The Housing Authority of the City of Poplar Bluff uses a program through the Department of Housing and Urban Development called “Enterprise Income Verification” or EIV. This program is to verify income in any resident’s household from wages, Social Security, Supplemental Security Income, etc. Although the HAPB has access to this information it is still your responsibility to provide verification of any income changes immediately.

RECERTIFICATION

Once per year you are required to come into the office for your yearly redetermination of rent. This is when your lease is renewed. The HAPB will mail appointment letters to inform residents of the date and time of their recertification appointment. If you cannot make the scheduled time and date, kindly call and reschedule. When you come into the office for your recertification appointment, make sure and bring ALL verification of income sources with you including bank statements, and pharmacy printouts if applicable. All adults that are 18 years or older in the household MUST be present to recertify.

REPORTING INCOME CHANGE

When you come into the office to do an income change, you MUST bring verification of every source of income with you or you WIL NOT be seen. Failure to promptly report income may result in back rent charges.

WINDOW NOTICE

ALL windows must have curtains or shades covering them. NO ALUMINUM FOIL, SHEETS, OR BLANKETS MAY BE USED!

SOCIAL SECURITY INCREASES

To all residents receiving social security: When you receive your letter in December informing you of your yearly raise in benefits, please bring it to the office so that copies can be made for you file.

COMMUNITY SERVICE

The Department of Housing and Urban Development requires that all residents of Public Housing who are 18 years or older and working less than 30 hours a week, must complete 8 hours of community service per month. Please contact the HAPB office at 573-785-8265 for questions regarding community service.

NORTHSIDE NUTRITION CENTER

Open to the public of ALL AGES are invited to eat in the Northside Nutrition Center at the Twin Towers 5 days a week

Serving Time is from 11:00am – 12:30pm Monday through Friday

Meal costs for senior citizens is \$4.00 and for younger people \$5.00.

Fish Fry Friday is \$5.00 for everyone

Meals on Wheels Program – Delivers daily hot fresh nutritious meals to the elderly, disabled and homebound. Must be 60 years old or older. If interested, please call 573-686-2074 to sign up or volunteer

CALENDAR EVENTS FOR 2019

Last Monday in September – Health Fair 9:00am to 12:00 Noon	
Every Monday & Wednesday – Pace Exercise Class (Twin Towers Assembly Room) 9:00am to 10:00am	
Every Tuesday & Thursday – Walking at the Black River Coliseum for <u>ALL</u> residents at 9:30am	
Every Wednesday – BINGO (Altrusa Room) 1:30pm	
Foster Grandparents meet in the Snider Room every month	
Senior Tax Board Meeting in the Snider Room every month	
Every Monday	Bingo 9:00am
4th Monday of every month	Blazing Country 11:00am

Every Tuesday	Night Church 6:00pm
1st Tuesday of every month	Grace Foot Care 8:00am (Must call the RSVP office for an appointment)
2nd Tuesday of every month	Holden's 11:00am
3rd Tuesday of every month	Bill Anderson 11:00am
Every Wednesday	Bingo 1:30pm
1st Wednesday of every month	Grace Foot Care 8:00am (Must call the RSVP office for an appointment) Women's Citizenship Club 11:00am
2nd Wednesday of every month	Legacy Blood Pressure Check 11:00am Cane Creek Club Meeting 11:00 Snider Room
3rd Wednesday of every month	Reverta Hays 11:00am Retired Teachers Meeting (Altrusa Room) 10:00am "Even months ONLY"
4th Wednesday of every month	Xan Graves & The Country Boys and Girls 11:00am
Every Thursday	Bingo 9:00am Chronic Disease
1st Thursday of every month	Won n Grace 11:30am
2nd Thursday of every month	Army of the Lord 11:00am
3rd Thursday of every month	SEMO Blind Club Meeting (Snider Room) 12:00pm
4th Thursday of every month	VNA – Blood Pressure Check
1st Friday of every month	Xan Graves and the Country 11:00am
2nd Friday of every month	Bill Hendrickson 11:00am
3rd Friday of every month	Singing Seniors 11:30am
4th Friday of every month	Bill Hendrickson 11:00am CRC Partnership Meeting 12:00pm Legacy - Blood Pressure Check 11:00

Every Sunday Breaking Bread serves a free restaurant-style hot meal from 12:30-2:00 at the Bread Shed, located at 203 North D. Street. This meal is for the entire community.

Everyone is welcome!