

THE TOWERS OF JACKSONVILLE, INC.



**HOUSE RULES**

**HOUSE RULES** are established by The Towers of Jacksonville for residents and visitors while on the premises in accordance with HUD guidelines and are attached to the lease as legal documents. Rules are distinguished by groupings in the list below. Any questions regarding these rules should be directed to the Administrator in writing.

**THIS IS A SMOKE FREE PROPERTY**

**Administration**

This policy shall be effective throughout all buildings and within fifty (50) feet of any exterior door of The Towers of Jacksonville. The Towers of Jacksonville shall have the responsibility for administering and enforcing this policy, including all amendments hereafter adopted unless otherwise specifically stated.

**Purpose**

The Towers of Jacksonville hereby finds that:

The U.S. Surgeon General, National Research Council, and National Academy of Sciences report that environmental tobacco smoke causes lung cancer and poses an increased risk of heart disease in adult smokers and nonsmokers. These agencies, as well as the National Institute for Occupational Safety and Health (NIOSH), have also found that separating smokers and nonsmokers within the same air space may reduce, but does not eliminate, a nonsmoker's exposure to environmental tobacco smoke. Further, the U.S. Environmental Protection Agency and the National Institute for Environmental Health Sciences have concluded that environmental tobacco smoke is a Group A Carcinogen, a category reserved for known cancer-causing agents in humans.

Of the over 416,000 smoking-related deaths annually in the U.S., over 94% are persons aged 50 and over, while over 70% are persons aged 65 and over. All the major causes of death among the elderly (cancer, heart disease, and stroke) are associated with smoking or environmental tobacco smoke. Recent research also indicates that smoking is related to a number of health problems and diseases that are generally associated with aging, including hearing loss, eye diseases, dementia, and Alzheimer's.

The United States Fire Administration has determined -- based on data from the National Fire Incident Reporting System, the National Fire Protection Association (NFPA), the National Center for Health Statistics and State Fire Marshall's Offices -- that by far the leading cause of residential fires that result in fatalities in older adults is smoking, and that the older adult population represents the highest fire risk group in the United States with a risk of more than twice the national average. The NFPA reports that the risk of fire injury and death increases with age -- persons 75 and over are three times as likely to die in a fire, and persons 85 and over are four times as likely to die. Reports from



these agencies document that residential fires include fires caused by resident and/or employee smoking.

Accordingly, The Towers of Jacksonville finds and declares that the purposes of this policy are:

- to protect the public health and welfare by prohibiting smoking in the enclosed areas that make up The Towers of Jacksonville; and
- to guarantee the right of nonsmokers to breathe smoke-free air, and to recognize that the need to breathe smoke-free air shall have priority over the desire to smoke.

#### **Operation and Maintenance of Smoke-Free property**

**A. The Towers of Jacksonville shall provide a smoke-free place of employment for all employees and a smoke-free residential setting for all residents of this property.**

**B. Smoking shall be prohibited in all indoor enclosed areas without exception. This includes, but is not limited to, all common areas, individual apartments, hallways, stairs, lobby and reception areas, lounges, elevators, restrooms, motor vehicles owned or leased by The Towers, and any other indoor enclosed areas.**

**C. Notwithstanding the above prohibition on smoking in indoor areas, The Towers of Jacksonville shall also prohibit smoking within fifty (50) feet of any exterior door, in designated areas without exception.**

**D. The Smoke-Free Property Policy shall be communicated prior to admission and/or prior to the signing of a Lease for any new resident.**

#### **Enforcement**

**The Smoke-Free Property Policy shall also be incorporated by reference into the House Rules that the resident signs upon admission and as referenced in the Lease.**

#### **Effective Date**

**This Smoke-Free Property Policy shall be effective July 1, 2011 for:**

- all “grandfathered” residents admitted prior to November 1, 2006;
- The Smoke-Free Policy for all residents admitted on or after November 1, 2006 remains in effect.



## **RENTAL**

- 1. In accordance with your lease agreement, rent is DUE on the 1st of each month and is payable by the 5th of the month at the rental office.**
- 2. Rent that is paid AFTER the 5th of the month is subject to a \$5.00 late fee on the 6th of the month and an additional \$1.00 per day for each day that the payment is late.**
- 3. The rental office has provided a locked collection box located outside of the business office entrance. Rental checks may be deposited there at any time. DO NOT deposit cash in this collection box. If you wish to pay cash for your rent due, you must pay the rental agent or bookkeeper who will give you a receipt for your cash payment. DO NOT GIVE CHECKS OR CASH FOR YOUR RENT TO THE RECEPTIONIST!**  
**NOTE: Receptionists are NOT allowed to accept rental payments from residents at any time!**

**4. Residents may be assessed additional fees for damage to their apartment, other apartments, or the common areas caused by their carelessness or negligence, or by their guest (s). Should the fire sprinkler system be activated through the carelessness or negligence of a resident, that resident will bear the cost of ALL cleaning and damage repairs throughout their apartment and any other apartment that is damaged from that activation of the fire sprinkler system. This can become VERY expensive to a resident. The most common cause of the sprinkler being activated is leaving a pot on a hot burner of the stovetop unattended! Residents are encouraged to consider apartment rental insurance. The Towers of Jacksonville does not cover the cost of damages to the contents of an apartment nor does The Towers of Jacksonville cover the cost of damage to apartments or common spaces that is the result of resident's mishaps.**

**5. Keys will be issued to the occupants of the apartment only. Keys must be returned to the rental agent on move-out. Keys MUST not be left at the receptionist desk. Receptionists ARE NOT allowed to accept keys from residents who are moving out UNLESS prior arrangements have been made between the rental agent and the resident or resident's family doing the move-out! Charges will be assessed should keys not be properly returned to management. Locks may not be changed without written consent of management. Locks will not be added to any door of the apartment. Fire regulations require that management retain a key to each apartment in case of emergencies.**

## **RECEPTIONIST DESK**

- 1. Checks are cashed, change is made, and stamps are sold at the receptionist desk. Check cashing is restricted to the hours of 9:30 AM to 12:00 NOON.**
- 2. Residents and visitors MUST check with the receptionist desk before entering the staff office spaces. Business conducted in the staff office spaces is confidential and the receptionist will notify the staff member with whom you wish to do business so that you can be properly received.**



## **VISITORS**

- 1. All visitors and delivery persons MUST utilize the check in and out register at the receptionist desk when they enter the building. They must indicate the apartment they wish to visit and their relationship with the resident they are visiting. The receptionist may question any visitor to the building if they are uncertain or suspicious of the visitor's answer in stating their business at The Towers of Jacksonville.**
- 2. Overnight visitors MUST also check in and out at the receptionist desk. Residency policy is that overnight visits will not exceed two (2) weeks at any single time. If there are special circumstances that would justify a longer stay, the resident must first receive permission from the Administrator prior to the extension. Justification will be based only on medical documentation from a Florida licensed medical physician.**
- 3. Visitors are requested to enter the building before 11:00 PM. After that time, there may be some delay in a visitor entering the building while the security personnel verify their identity and business at The Towers of Jacksonville. Please advise your visitors of this security measure taken for the safety of residents. The resident is responsible for notifying the receptionist desk should there be a family member or visitor who might be entering the building after 11:00 PM. This will facilitate the security personnel in allowing the family member or visitor to enter the building. Should a resident NOT wish to have visitors, it is the resident's responsibility to notify the receptionist in writing.**
- 4. Visitors to the building are required to be under a resident's supervision during their entire visit. Any infraction of the rules or property damage that is caused by a visitor is ultimately the responsibility of the resident.**
- 5. Minor children who come to visit MUST be under adult supervision at all times. Children are NOT permitted in the common areas or elevators UNLESS accompanied by a resident or another adult visitor. The welfare, safety, and peace and quiet for our residents are of primary concern to management. Any disruptions, loud noises, or behavior, which is considered unacceptable to management, will not be tolerated at any time.**
- 6. Baby-sitting for hire is NOT allowed. This constitutes a business in the eyes of the law and any type of business will NOT be conducted from a resident's apartment (see next house rule). Residents may care for children of family members between the hours of 7:00 a.m. to 10:00 p.m. at any time. After 10:00 p.m. the conditions in paragraph 2 above apply. Consideration should be given to maintaining proper order and discipline at all times so as not to disturb the rights or comfort of neighbors.**
- 7. Residents are NOT allowed to operate a business from their apartment that would involve the general public entering the building on a routine basis. You may contact the Administrator for further information concerning this house rule.**

## **PARKING**

- 1. Parking spaces in parking lots #1, #2, and #3 are available to residents only who can document proof of ownership of the automobile and Florida insurance. At the time of recertification a copy of the vehicle registration, proof of insurance a valid Florida drivers license will become part of the**



**certification process A resident must have and be able to operate a personal vehicle in order to qualify for a parking space. Handicap parking (2 spaces) is located outside parking lot #3 and is for the use of visitors and/or residents with a handicap-parking sticker. Reserved handicap parking will be available inside the fence in the near future. At first this will be assigned on a lottery basis; thereafter on a first-come-first-served basis. A valid vehicle tag and registration is required on all vehicles to maintain a reserved handicap parking space. The Towers of Jacksonville will make every reasonable effort to accommodate a request for handicap parking.**

**Maintenance or repair work on vehicles shall not be performed on the premises. Vehicles leaking oil or other fluids are to be repaired or removed from the premises. The resident is responsible for the cleanup and or repair of the resulting damage. All inoperable vehicles, vehicles with flat tires or outdated license plates may be towed away forty-eight (48) after first notice of the condition at the owner's expense.**

**2. The Jacksonville Sheriff's Office and the City Fire Marshal have ordered the circular driveway in front of the building be designated as a **NO PARKING ZONE**. We have received permission for residents and visitors to utilize this area for loading and unloading **ONLY**. Vehicles must not be left unattended in this area for an extended period of time or the vehicle will be towed away at the vehicle owner's expense. Jacksonville's Sheriff's Office will support the towing of vehicles that are parked for an unreasonable amount of time in this space (again, loading and unloading has been authorized **ONLY!**). This area is **STRICTLY** designated for emergency vehicle access to The Towers of Jacksonville.**

**3. The glass-enclosed front foyer of the building will NOT be obstructed by anything such as carts, furniture, bicycles, wheel chairs, motorized carts, etc. Residents must understand that The Towers of Jacksonville will not obstruct emergency personnel in any way while entering this property.**

**4. For the safety of our residents, bicycles may NOT be placed on the elevators at any time. Also, bicycles may NOT be stored in a resident's apartment or storage room. Management has designated a space for the storage of bicycles. Bicycle racks are located near the summerhouse. Please check with management and we will be happy to assist you in locating this space.**

**5. Visitors MUST find parking on the street for extended visits with residents. Parking in front of the building is limited to brief visits and for the loading and unloading of packages, groceries, etc. Residents are not allowed to leave their vehicle in the parking circle for any extended time.**

**6. The Towers of Jacksonville, Inc., will not be held responsible for loss, theft, or personal injury sustained in any of the parking areas.**

### **COMMON AREAS**

**1. The Towers of Jacksonville is designated as a smoke-free environment in all the public areas in accordance with the Constitution of the State of Florida. Smoking is permitted beyond fifty (50) feet of any entrance to the building. Effective November 1, 2006 The Towers of Jacksonville is a non-smoking property. Residents/Tenants who hold contracts dated prior to November 1, 2006 are "grandfathered" in under the previous smoking policy.**



**Non-Smoking means that any tenant moving in as of a lease date of November 1, 2006 does so with the understanding and agreement that there is to be no smoking in their apartment. The resident/tenant is responsible to ensure that all guests are aware of this policy.**

**2. Smoking in the building in any space outside a resident's apartment is strictly forbidden and is enforced by management. Visitors or residents caught smoking in the stairwells, elevators, restrooms, or other public areas will be subject to eviction, in accordance with the lease provisions. Also, the use of smoke-free tobacco is prohibited in all public areas inside the building.**

**3. All persons shall be properly attired in all public areas, including the hallways outside units and all public spaces on the first floor. Housecoats, pajamas, bedroom slippers, bare feet, hair curlers, undershirts, 'short' shorts, bathing suits, and 'see-through' clothing are NOT proper attire and will not be acceptable wear in The Towers of Jacksonville.**

**4. Residents who own house pets are not allowed to visit in the lobby areas with their pets. They are to use the public spaces ONLY to transport the pet from their apartment to the exterior of the building, or from the exterior of the building to their apartment. Additionally, residents are NOT allowed to visit other residents with their pets. Residents are NOT allowed to baby-sit non-registered pets. Pets are NOT allowed to be exercised in the hallways outside resident's apartments. Fur-bearing pets have been known to leave fleas in the hallway carpeting to be further transported into non-pet owner's apartments. Please read this rule carefully and comply at all times. Pets MUST be on a leash at all times while on The Towers of Jacksonville property. Pet owners may want to know that the city has a leash law. Pets may not be exercised on the river front at any time.**

**The pet rules do not apply to residents with animals that are "service animals", "therapy animals", "assistive animals", or "companion animals" as defined by the Fair Housing Act for persons with disabilities. These animals are required by Federal Law for persons with disabilities in order to have the same opportunity that a non-disabled individual has to use and enjoy this community. The animal must be properly vaccinated and licensed. The resident must provide bona fide documentation of the need for an animal in this category.**

**5. Eating or drinking is NOT allowed in the lobby, library, or card room areas unless special activities' are being hosted. Spills or accidents involving eating or drinking outside designated areas will be cleaned up by the resident. Should maintenance personnel find it necessary to clean up after residents in non-designated areas, management will assess a reasonable charge to the resident who violates this rule. Eating and drinking are allowed ONLY in the lounge area closest to the kitchen at the tables and chairs provided for this purpose. Please be considerate of other residents and clean up the area before you leave.**

**Management acknowledges that people who smoke and fall under the November 1, 2006 smoking restrictions usually enjoy a cup of coffee when smoking. It is acceptable to carry a cup of beverage in a container with a tight fitting lid across the lobby to an exit door. It will not be acceptable to sit within the lobby and "sip".**

**6. Sleeping in the lobby, computer room, card room or any public area is NOT permitted.**



**7. The Towers of Jacksonville is a HUD Subsidized Facility. We do not allow consumption of alcoholic beverages on any part of The Towers of Jacksonville property. The consumption of alcoholic beverages MAY take place INSIDE a resident's apartment, ONLY! Additionally, management will enforce the Jacksonville ordinance that prohibits any type of fire works demonstration any place on or in The Towers of Jacksonville property.**

**8. Bicycles are not permitted inside the building of The Towers of Jacksonville. Bicycles are not to be stored in the stairwells or any other common area in the building. Bicycles are not to be ridden or walked through the building. Bicycles are not to be chained or parked next to the trees, flag\ pole, or fences on The Towers of Jacksonville property. A bicycle rack has been installed at the far end of the West Parking Lot next to the Summer House. Access to the rack is to be made through Gate #3, not through the Building.**

### **MOVE-IN AND MOVE-OUT**

- 1. Move-ins and move-outs are scheduled through the rental office.**
- 2. During a moving process, residents are allowed to lock off ONE elevator while moving articles on and off the elevator to expedite the move except on weekends.**
- 3. Moving is NOT allowed on Sunday mornings until after 1:00 p.m., or Friday mornings until after 1:00 p.m.. Also, moving may be restricted when there are `special events' scheduled for all residents. ALL move-ins and move-outs MUST be coordinated with the rental agent.**
- 4. A thirty-day (30) written notice is required on move-outs as stated in the lease. Written notification is required and must be delivered to the rental agent. Should a resident move out prior to the expiration of the 30 day notice, they will be held liable for payment of rent until such time as a replacement tenant can be found for the apartment or until the expiration of the thirty day notice, whichever occurs first. In any event, a resident is responsible for paying the rent due on the first day of the month, to prevent late charges from being assessed.**
- 5. Should a resident move-out and have a balance due for rent on the apartment, management will petition the court for collection of the rent due and for obtaining a court judgment against the resident to cover the court costs involved.**

### **CARE OF APARTMENT**

- 1. Apartments are to be kept clean with countertops and floors free of food particles and fluids, which attract household pests, such as roaches and flies. Stoves and refrigerators must be kept clean by cleaning up spills, which can become hardened and difficult to remove.**
- 2. To help prevent infestation of bugs, empty garbage daily, rinse out soda bottles and open cans before discarding, wipe up spilled food, clean all grease off of the stove and range hood, check your grocery bags for roaches before storing, and keep cabinets cleaned inside and out. Preventive maintenance in the area of cleanliness is the best cure for a bug-free apartment.**



- 3. Management, or a staff representative, has the right to enter the resident's apartment during all reasonable hours to examine the same or to make such repairs, additions, and alterations as may be deemed necessary for the preservation thereof or of the building; or for the purpose of removing placards, signs, fixtures, alterations, or additions in the premises which are in violation of the resident's lease or conditions of occupancy.**
  - 4. Residents must immediately report to management any damage to water pipes, toilets, drains, fixtures or other property of The Towers of Jacksonville, and all breakage, damage, or loss of any kind.**
  - 5. The resident will be held strictly responsible for any loss or damage to their apartment and other apartments resulting from overflow from sinks, bathtubs, or basins in his/her dwelling. Should the automatic fire sprinkler system be activated in a resident's apartment due to carelessness of a resident, Residents are responsible for the condition of their apartment at all times. HUD requires inspections of resident apartments and residents will be notified in writing prior to these inspections.**
  - 6. No apartment will be redecorated without written consent of the Administrator. This includes: painting, wallpapering, and carpeting.**
  - 7. Residents shall not install any additional fixtures or appliances without written consent of the Administrator. The addition of clothes washers and/or dryers is strictly forbidden. The Administrator must approve in writing appliances other than those provided by The Towers of Jacksonville.**
- Window screens are required by HUD and may not be removed for any reason other than cleaning. Hardware that is attached to any window is not to be dismantled.**
- HUD strictly forbids management to allow occupants to run electrical wires, telephone or cable wires across or under any carpet or area rugs.**
- The emergency call stations have been pull cords that must reach within 6-inches of the floor. The cords may not be wrapped around the call station switch boxes for any reason.**
- 8. By order of the Fire Marshall, a resident shall not use or keep flammable materials on the premises or in storage areas nor use any method of heating or air conditioning, other than those supplied by management. Under special circumstances, a small space heater may be used and ONLY after receiving permission from management. The heater MUST be approved in writing by management prior to use and will be inspected on a regular basis by staff maintenance for evidence of faulty wiring, etc.**
  - 9. The utilization of a motorized wheelchair or scooter while in the apartment unit is discouraged. An appropriate alternative, which is much safer and which is not damaging to the apartment carpeting and/or doors and walls, is to use a walker or non-powered wheelchair. A powered wheelchair or scooter can cause irreparable damage to the carpeting, which must be replaced in order to help prevent a resident from tripping on the wrinkled and/or damaged carpet. Should a carpet be damaged as mentioned above, the resident will pay for the entire repairs or replacement of the carpet**



as soon as management discovers the damage. **Exception:** should a resident, due to a physical disability not be able to maintain reasonable mobility within their unit by utilizing a walker or non-powered wheelchair, management will consider making an exception to this rule. A mobilized wheelchair or “scooter” may not be parked in the hallway at any time. Under ordinary circumstances it should be parked in the apartment unit. However with written permission of management it may be parked in the floor’s storage room.

## **TRASH**

- 1. Residents are responsible for trash removal from their apartments to the specified room on each floor.**
- 2. ALL garbage will be placed in a suitable disposable garbage bag before depositing the bag in the trash chute. ALL trash, including papers, cans, plastics, etc. will be placed in the trash chute. There are currently NO provisions for recycling pick-up in high-rise complexes.**
- 3. A resident will not dispose of unwanted furniture, carpeting, bedding, or appliances (to include, among other things, radios, television sets, microwaves, lamps, computer equipment, etc.), in the trash rooms, storage rooms, stairwells, or the compactor room on the first floor. A resident will be charged a reasonable fee for the disposal of the above items if left in any area outside the tenant’s apartment. The city ordinance on disposal does not allow the above type of “disposed items” to be placed on the street in front of the building. Improper disposal of unwanted items, such as mentioned above is considered a violation of the house rules and may lead to the termination of a resident’s lease agreement.**

**Note: the inordinate amount of time utilized by maintenance staff in breaking down/tearing apart resident’s unwanted items mentioned above causes additional operational expenses in labor and additional trash removal costs.**

## **HOUSING WITHOUT ASSISTANCE**

- 1. Residents living in The Towers of Jacksonville are to be capable of living in their apartment as there are NO assisted living type services offered or allowed to be offered by The Towers of Jacksonville staff.**
- 2. Residents who need assistance with daily living may remain a resident at The Towers of Jacksonville by utilizing in-home services arranged privately (by the resident or resident’s family or friends). The Service Coordinator may be contacted for assistance in obtaining names of organizations that may be contacted for assisting in this area of personal care. The resident or resident’s family remains responsible for all arrangements.**
- 3. When a resident requires more assistance than can be provided, they may be asked to find alternative housing in a more supervised setting.**



## **QUIET TIME**

1. The hours of 10:00 p.m. to 7:00 a.m. are designated quiet time. Residents are expected to keep the noise level from television, stereo, radio, or other electronic devices at a **LOW LEVEL** so as not to disturb the quiet enjoyment of other residents. Failure to do so is in direct violation of a resident's rental agreement (lease).

## **GENERAL**

1. All public areas including stairwells, storage areas, hallways and elevators must be kept free of obstructions such as furniture, flowerpots, mats, wheelchairs and "scooters" etc. Fire regulations require that all personal articles of residents **MUST** be stored in the storage cages, except wheelchair and "scooters" as provided on each floor. Articles left out of the storage cages will be removed and disposed of at the owner's expense. The only exception to this fire regulation is shopping carts and step stools utilized to gain access to the upper storage cages. Bicycles are **NOT** allowed on the elevators or in the storage rooms at any time.

2. The Towers of Jacksonville fire insurance, **DOES NOT** cover the personal property in resident's apartments such as furniture, clothing, jewelry, etc. Residents should consider obtaining apartment **RENTERS** insurance coverage. If there is a fire, which results in damage to an apartment, or other areas of the facility, the resident will be responsible for the damages should the fire result from carelessness on the part of the resident. All personal property placed in The Towers of Jacksonville shall be at the risk of the resident, and management will not be responsible for any damage to such personal property. Since the installation of an automatic fire sprinkler, there can be extensive water damage when a resident sets off an apartment sprinkler due to the carelessness or neglect or abuse of the system. Serious consideration should be given to low-cost apartment renters insurance.

3. Exterior doors of The Towers must **NOT** be 'propped' open at any time (except the North door during a move-in or move out). These doors are fire and security doors and must be kept closed for your safety and the safety of all residents. Leaving doors open provide easy access for an intruder to enter and gain access to all apartment floors. Think **SAFETY** and **SECURITY** and **KEEP DOORS CLOSED!**

4. Residents must keep the door to their apartment closed at all times. It is also necessary to keep the apartment door closed to maintain the building air pressure balance to conserve energy.

5. Washing the outside of apartment windows is **NOT** allowed by residents for obvious reasons. A qualified window-washing contractor performs washing of outside windows on a periodic basis.

6. Employees of The Towers of Jacksonville are **NOT** permitted to do personal favors or work for residents while employed at The Towers of Jacksonville. Tipping and gratuities are **NOT** to be given to any employee of The Towers of Jacksonville. Should an employee be caught accepting tips, the employee will be terminated immediately! Please do not be the cause of an employee's termination! A terminated employee may lose all benefits earned.

7. Do not stop an employee to request that a repair be made to your apartment. Call or stop by the receptionist desk and ask that a maintenance request form be filled out with the nature of the request



clearly stated. Should an emergency exist, i.e., water leak or other potentially hazardous situation, immediately notify staff personnel or the receptionist desk.

8. Holding the elevator door open while `visiting' with another resident is NOT allowed. Be considerate of other residents waiting on the elevator service on other floors and conduct your business in an area outside the elevator.

9. Washing machines and dryers are for the convenience of the residents and designated employees and shall be used in such a manner and at such times as the Administrator may direct. **LIQUID BLEACH IS NOT ALLOWED** to be transported from an apartment to the laundry room. A bleach dispenser is provided in the laundry room for the convenience of residents.

10. No awnings, antennas, satellite dishes or other projections shall be attached to the outside walls of the building or protrude from a window or door of an apartment. A resident shall not be allowed to rest objects of any kind on the outside sill of any window. Removal of the window screen or disabling of the window hardware is considered a lease violation. Hanging laundry to dry from the window is not allowed. A resident shall not allow anything whatsoever to fall from the windows.

11. The lavatories and toilets throughout The Towers shall not be used for any purpose other than that for which they are constructed, and no sweepings, rubbish, food, rags or other articles shall be thrown into them. Low-flow toilets are provided to help conserve water and sewer charges. Residents should be aware that these types of toilet **CAN NOT** flush large amounts of toilet paper, or items such as sanitary napkins, or pieces of clothing. Frequent flushing may be necessary with small amounts of waste paper. A damage charge will be assessed from misuse of a toilet. Toilet stoppages that result from excessive paper, rags or other foreign materials (not meant to be flushed down the toilet) will be considered misuse. Should a resident's toilet require removal in order to clear a stoppage, management **WILL** assess a charge for the removal and replacement of the toilet. This will be considered misuse of a fixture and the cost will be borne by the resident!

12. The Towers of Jacksonville is not responsible for the loss or damage of any supplies, goods and packages of any kind that may be delivered and left at the reception desk.

13. The receptionist's duties are primarily that of customer service to residents and guests. Some services are provided for the convenience of residents. Residents may not ask personal favors of a receptionist, or carry on personal conversations with a receptionist while the receptionist is at their duty station. This can clearly distract a receptionist from their duties. Be considerate of other residents and conduct your business and move away from the receptionist window after your business is concluded. Please respect others' right to privacy.

14. Washing machines or dryers of any type are NOT allowed in the resident's apartment. Coin operated washing machines and dryers are provided on the first floor of The Towers of Jacksonville.

15. Light bulbs are installed by the maintenance staff **ONLY** for the fixtures that are provided by management at move-in. Residents are responsible for replacing light bulbs in all other fixtures furnished by the resident. It must be understood that HUD is paying for your utilities. Therefore light bulbs greater than the UL rating of the fixture are considered a waste of energy and may be an endangerment of life safety of others . This will be a violation of your lease.



16. A central cable TV system for television services is available from Comcast (or current cable provider) who provides television cable service to The Towers of Jacksonville. Russian satellite service is available and must be arranged between the resident and the satellite company. All residents shall pay for all costs and expenses related to connecting any and all television sets making use of said cable and satellite system and shall pay all monthly charges associated with the use of said cable and satellite system directly to the cable company. Russian satellite service is not available in all areas of the building.

17. Under no circumstances whatsoever shall the resident or his guests or agents have access to the roof of the building at any time or for any purpose.

18. Any notice required by law or otherwise will be sufficient if delivered to the resident personally or sent by mail to the premises or affixed to the door of the resident's apartment. Notices to management must be in writing and delivered to the office by mail or presented personally to the manager or the rental agent.

19. Each apartment is equipped with a telephone outlet. Residents may have a telephone installed at their own expense. Please report your telephone number to the office as soon as it is known. A courtesy phone is located behind the elevator on the first floor. Residents are requested to limit the use of this phone to five minutes. Do not deny the use of the courtesy phone to other residents!

**Note: The Towers of Jacksonville utilizes The Florida Relay. This is Telecommunication Services for Deaf, Hard of Hearing and Speech Disabled Individuals. To make calls through the Florida Relay Center dial 711. There is no additional charge for the service. For Customer Service (TTY/Voice/ASCII) dial 1-800-676-3777. For further information see "Florida Relay" in the Bellsouth telephone directory.**

20. The use of a Circuit Breaker as a switch to enable or disable appliances, fans, or other electrical equipment is a violation of the house rules. A Circuit Breaker by definition "automatically disconnects an electric circuit under an ABNORMAL condition". The use of the Circuit Breaker as a switch to turn on or off any electrical device will cause the breaker to malfunction during an ABNORMAL condition. The Circuit Breaker is a safety device that can prevent overheating of wires or appliances/fans, etc., in the event of a surge in electrical power. The use of a Circuit Breaker as a switch, or any tampering of a Circuit Breaker may lead to the termination of a resident's lease agreement.

### **STAT CHECKS**

1. The Towers utilizes motion detectors that are installed in the sleeping area of each apartment. At 1:00 p.m. each day a computer report is generated for each apartment in which there has been no movement. We will first look to our check out list. If the apartment occupant is not on the list, the receptionist will make a telephone call to the apartment, and if there is no answer, a member of the management team will be dispatched to the apartment. Safety and health are our only reasons for using this type of system to check on you.



## **INSPECTIONS**

- 1. The Department of Housing and Urban Development (HUD) requires that management inspect all apartments at least once a year. Two (2) members of the staff will always conduct the inspection and residents will be notified in writing, 30-days in advance of an impending inspection. A copy of the inspection reports must be kept on file in the office for HUD'S review during their annual inspection of management practices.**
- 2. The authority for the inspection of which you have agreed is found in the lease agreement.**
- 3. The purpose of the inspection is to determine the cleanliness and damages which may be evident that are beyond normal wear and tear to the property. This may include but is not limited to: damage to Formica counter-tops such as burns or cuts; damage to sinks, lavatories, toilets, tubs; damage to carpets caused by cigarette burns or spills such as Clorox or other discoloring agents; broken fixtures; damage to walls other than normal picture hanging; or excess grease on the stove or in the oven.**
- 4. Residents are responsible for damages beyond the normal wear and tear associated with living in the apartment. Charges will be assessed after the inspection should such damage be noted; and a notice describing the damages and charges assessed will be provided to the resident so that the resident can arrange payment. The resident will be required to pay the actual cost of labor and material for the replacement or repair of the damage. Please note: The security deposit CANNOT be utilized for payment of these damages, as the lease requires that the security deposit be retained to cover possible damages and delinquent rental charges on move-out.**

**In accordance with HUD directives, arrangements may be made with the Administrator to set up a payment schedule to cover damages, which occur to a resident's apartment due to abuse, and/or carelessness.**

## **STORAGE BINS**

- 1. Management assigns storage bins in writing to the head of household as it is listed on the lease. The head of household accepts the assigned storage bin with the following conditions:**
  - The head of household is responsible for providing a lock for the storage bin and for the contents;**
  - Stored items may not protrude into the aisle of the storage room or be kept in the aisle;**
  - Flammable liquids, chemicals, pyrotechnics or ammunition may not be stored in any storage bin;**
  - Valuable items such as jewelry, china, paintings, guns, etc., should not be kept in the storage bins;**
  - Storage rooms are "no smoking" areas.**
  - Management cannot guarantee the availability of an assigned storage bin.**
  - Management cannot guarantee that a storage bin will be assigned on the same floor as the leased apartment unit.**



2. Storage bins cannot be shared, subleased or otherwise used by multiple heads of households.

3. A head of household with an assigned storage bin that is unused or becomes apparent it is unused will be given a 10-day notice to remove the lock. At the end of the 10-day notice, should the lock not be removed, management will have the lock removed. The storage bin will be assigned to another head of household.

### **CONSERVATION**

1. Residents must be aware of the need to conserve energy. Lights and appliances must be turned OFF when not in use. It must be understood that HUD is paying for your utilities. Therefore light bulbs greater than the UL rating of the fixture are considered a waste of energy and may be an endangerment to the life safety of others . This will be a violation of your lease.

2. AIR-CONDITIONING AND/OR HEATING **WILL NOT** BE USED WITH OPEN WINDOWS! THIS NOT ONLY WASTES ELECTRICITY AND GAS, IT IS THE PRIMARY CAUSE OF MOISTURE COLLECTING ON THE WALLS AND MILDEW FORMING ON THE CARPETING AND FURNITURE. The kitchen stove should be used conservatively and not left on unnecessarily. **THE DRYING OF CLOTHING IN THE STOVE IS STRICTLY FORBIDDEN!** Water should not be left running when actually not being used! DAMAGES caused from a water overflow will result in a charge to the resident. The extent of damages will be directly related to the amount of damage that occurs. Leaving HOT water running is costly to residents in the long run as this is the most expensive commodity available to our residents. Reporting all leaks and/or running toilets PROMPTLY will be an enormous help in reducing energy costs and keeping rental costs reasonable. Your cooperation in this area is appreciated.

**REMEMBER! WATER LEFT RUNNING IN A STOPPED UP LAVATORY OR KITCHEN SINK IS THE MOST COMMON CAUSE OF WATER DAMAGE IN AN APARTMENT. THE COST OF CLEAN UP AND DAMAGE REPAIR TO CARPETS AND PADDING CAN BE VERY EXPENSIVE TO A RESIDENT. PRACTICE CONSERVATION AND PREVENT THIS UNNECESSARY COST! DO NOT LEAVE WATER RUNNING.**

3. The Towers of Jacksonville schedules a number of different types of trips throughout the month.

The cost of fuel to run the bus has made it necessary that at least twelve (12) tenants must be signed up to participate before the bus can be used for an outing.

### **RESIDENT ABSENCE FROM THE TOWERS OF JACKSONVILLE**

1. A resident of The Towers of Jacksonville may not own other property without disclosure to management. Having another place of residence is not permitted in a HUD subsidized property.

2. During the term of the lease agreement, an apartment will be considered abandoned and in violation of the lease agreement if it is unoccupied for more than 90 consecutive calendar days, unless there is proof provided to management of a health related reason that would require the resident to be absent a greater number of days. If an extension is given, then the unit is considered abandoned after 180 consecutive days.



3. If a resident is absent from their apartment for more than 90 calendar days in the case of an unrelated health reason, or 180 days in the case of a health related reason, MANAGEMENT is required to discontinue rental assistance payments from the Federal Government after providing a thirty-day (30) notice to this effect. Rent will be raised to market level after such absence, and measures will be taken to collect unpaid rent.

4. Should a resident be admitted to a nursing home for an extended period of time, a physician's statement will be required to verify the fact that the resident is expected to return to their place of residence at The Towers of Jacksonville within a reasonable time. A period which exceeds 180 days, will be considered unreasonable. In this case, the resident will be given a thirty (30) day notice that Section 8 assistance will be terminated and the resident will be requested to make arrangements to vacate their apartment in thirty (30) days.

### OCCUPANCY

1. Only persons qualified to be on the lease, and no other persons, will be allowed to permanently occupy the resident's apartment. A guest is an exception up to 14 consecutive calendar days. Management must be notified should a family member or guest of the household be required to remain in the apartment more than 14 consecutive calendar days. Special circumstances may allow an extension of the mandatory maximum of 14 days

### THE TOWERS OF JACKSONVILLE IS A DRUG FREE PROPERTY

Residents or any resident's guest (related or non-related) shall not be associated with the dealing, transporting, using, or otherwise having any association with drugs or drug-related articles. If it is determined that a resident's or guest's of a resident abuse or pattern of abuse of alcohol threatens the health, safety, or right to peaceful enjoyment of premises by other residents or drug related criminal activity engaged in on or near the premises, by any resident, household member, or guest, and any such activity engaged in on the premises by any other person under the resident's control will constitute firm grounds for eviction under HUD's provisions that you have "one strike and you are out".

### Duval County Sheriff's Crime Free Housing Program

The Towers of Jacksonville participates in the Sheriff's Crime Free Housing Program. All applicants must sign an addendum to their lease that they are aware of program requirements and agree to abide by the terms of the addendum.

### GRIEVANCE PROCEDURES

1. A copy of grievance procedures is attached at the back of the HOUSE RULES.



**VIOLENCE AGAINST WOMEN ACT**

On November 3, 2008 The Towers of Jacksonville adopted HUD Notice 08-07 and notified all the then current residents that an Addendum to the HUD lease was necessary.

**PURPOSE**

In summary, the VAWA provides legal protections to victims of domestic violence, dating violence or stalking. These protections prohibit THE TOWERS from evicting or terminating assistance from individuals being assisted if the asserted grounds for such action is an instance of domestic violence, dating violence or stalking.

The VAWA provides that THE TOWERS may request a resident to certify that he/she is a victim of domestic violence, dating violence or stalking and that the incidence(s) of threatened or actual abuse are bona fide in determining whether the protections afforded under the VAWA are applicable.

**APPLICABILITY**

The law protects victims of domestic violence, dating violence or stalking, as well as their immediate family members generally, from being evicted or being denied housing assistance if an incident of violence that is reported and confirmed. The VAWA also provides that an incident of actual or threatened domestic violence, dating violence or stalking does not qualify as a serious or repeated violation of the lease nor does it constitute good cause for terminating the assistance, residency, or occupancy rights of the victim. Furthermore, criminal activity directly relating to domestic violence, dating violence or stalking is not grounds for terminating the victim’s residency. The Towers may bifurcate a lease in order to evict, remove, or terminate the assistance of the offender while allowing the victim, who is a resident or lawful occupant, to remain in the unit.

**ADMINISTRATOR'S (LANDLORD'S) RIGHTS**

**1. The Administrator (Landlord) reserves the right to alter, amend, change, modify or rescind any or all of the foregoing house rules; and to make such other rules and regulations from time to time as the Administrator may deem needful or appropriate for the safety, care or cleanliness of the premises and for the convenience, comfort, safety and welfare of all residents. Any and all permits or consents by the Administrator, which may be given, shall be fully revocable by the Administrator.**

**HOUSE RULE VIOLATIONS MAY RESULT IN TERMINATION OF THE LEASE**

\_\_\_\_\_ **TENANT SIGNATURE** \_\_\_\_\_ **DATE**

\_\_\_\_\_ **TENANT SIGNATURE** \_\_\_\_\_ **DATE**

\_\_\_\_\_ **Acknowledge receipt of these House Rules in Russian**  
**Initial**

\_\_\_\_\_ **Acknowledge receipt of these House Rules in Spanish**  
**Initial**