

POLICY HANDBOOK

RIVERVIEW APARTMENTS
NEMASKET APARTMENTS
ARCHER COURT

Middleborough Housing Authority

8 Benton Street, Middleboro, MA 02346

508-947-3824

www.middleboro-ha.org

Maintenance Emergency line

508-802-3264



WELCOME HOME!

On behalf of the Middleborough Housing Authority's board members and staff, welcome to your new home.

The Middleborough Housing Authority (MHA) is deeply committed to providing you with a safe, comfortable, and affordable home. We currently oversee 354 housing units, including family, elderly/handicapped, and special-needs housing, as well as State- and Federal-subsidized rental assistance voucher programs with private landlords. Our priorities are to maintain affordable rental units, promote homeownership opportunities, and address local housing needs through community partnerships.

We are incredibly proud of our developments here in Middleboro. The Middleborough Housing Authority was established in 1948 to provide affordable housing for low-income veterans and families. We operate in Middleboro, Massachusetts, and manage 190 apartments and 164 vouchers. The Middleborough Housing Authority operates under the guidelines of its regulatory agencies: the Executive Office of Housing and Livable Communities (EOHLC), MassHousing, and the Department of Housing and Urban Development (HUD).

Living in a development like this will be a new experience for most people. You will share responsibility with many other residents and the Middleborough Housing Authority for making the development a pleasant and attractive example of community life in our town.

The Housing Authority must provide efficient management to ensure sound financial administration. To this end, we will repair and maintain the property and, with your assistance, keep it attractive and a credit to the community.

The MHA office is at 8 Benton Street, Middleboro, MA 02346. Administrative office hours are from 9:00 a.m. to 3:00 p.m. on Monday, Tuesday, Thursday, and Friday. You can reach us by phone at 508.947.3824 and by fax at 508.947.6393.

MHA has three sites:

- Archer Court – family housing (28)
- Nemasket Apartments – elderly and disabled housing (90)
- Riverview Apartments – elderly and disabled housing (64)

Smoke-Free

The Middleborough Housing Authority has adopted a No Smoking Policy for all MHA properties, including individual apartments. The Middleborough Housing Authority shall not discriminate based on race, color, national origin, age, sex, sexual orientation, or disability in admission to, access to, treatment within, or employment in its programs and activities.





8 BENTON STREET
MIDDLEBOROUGH, MA 02346
Phone: 508-947-3824 * Fax: 508-947-6393
Email: Housing@Middleborooha.org
Website: www.Middleborooha.org

BOARD OF COMMISSIONERS

State Appointee & Chairperson: Richard Young	Vice Chair: Scott Bernard
Treasurer: Maureen Nicholson	Commissioner: Tom White
Commissioner: Sarah Person	

STAFF

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MAINTENANCE EMERGENCIES: 508-802-3264

Office window hours: 9:00 a.m.-3:00 p.m. Monday, Tuesday, Thursday, Friday
Closed Wednesdays

MIDDLEBOROUGH HOUSING AUTHORITY

Non-Smoking Policy

All Middleborough Housing Authority properties are **smoke-free**. Smoking of any kind—including cigarettes, vaping, and marijuana—is prohibited.

Federal Law Notice: Marijuana use in any form is prohibited on federal public housing property.

Smoking is not permitted:

- Inside your apartment
- Anywhere on Housing Authority property, including:
 - Grounds
 - Parking areas
 - Vehicles parked on-site

Residents must leave the property entirely to smoke. This policy applies to **all residents, guests, and visitors**. For information on smoking cessation programs, please contact the Housing Authority for a referral.

Reasonable Accommodation

Tenants may request reasonable accommodations, including:

- Physical modifications
- Unit transfers
- Parking adjustments
- Trash disposal accommodations
- Other related services

Requests are reviewed on a **case-by-case basis** by the Executive Director.

Lease Agreement

Your lease is a **legally binding agreement** between you and the Middleborough Housing Authority.

It includes:

- Household members authorized to reside in the unit
- Terms and conditions of occupancy
- Grounds for termination
- Rent and applicable charges
- Your right to appeal termination actions

A copy of your lease and all addenda is provided at move-in. You may request copies of documents in your tenant file at any time by submitting a written request.

To terminate your lease, you must provide a **30-day written notice**.

Keys

You will receive keys for:

- Your apartment

- Community buildings (Riverview and Nemasket)
- Mailbox (Riverview and Archer Court)

Additional apartment keys may be made. However, community building and mailbox keys **cannot be duplicated**.

- Replacement cost is **\$35 per key**

***Important:**

- Locks are changed before move-in
- Tenants may **not change locks**

LOCK-OUTS

During office hours, contact the office for assistance. After hours, on weekends, or on holidays, call **508-802-3264**. Only authorized occupants will be granted access.

***Lock-Out Fees**

Lockout fees will be charged to your account and payable at the office (Maintenance staff cannot accept payment)

- 1st occurrence: No charge (policy notice issued)
- During business hours: \$10
- After hours/weekends/holidays: \$30
- After 3rd occurrence: \$30 per incident.

Mailbox Information

Tenants are responsible for notifying the **U.S. Post Office** of any change of address when moving in or out.

Moving

***When moving into your unit:**

- Please schedule your move between **8:00 a.m. and 7:00 p.m.**, when possible
- Be considerate of neighbors during move-in activities
- Avoid damage to hallways, doors, and common areas
- Do not prop open secured doors

***After move-in:**

- Inspect your unit and report any issues immediately
- Flatten all moving boxes and dispose of them properly
- Locate and familiarize yourself with:
 - Electrical panel
 - Water shut-off valves
 - GFI outlets

Renter's Insurance:

The Authority strongly recommends obtaining renters' insurance. The Housing Authority is not responsible for damage to or loss of personal property caused by fire, water, theft, or other causes. Many policies can be bundled with auto insurance.

Temporary Vacancy

If you will be away from your unit for an extended period (e.g., hospitalization or travel), you must notify the Housing Authority.

Move-Out Procedures & Responsibilities

*When planning to move, you must:

- Provide a 30-day written notice
- Schedule a move-out inspection
- Return all apartment keys and laundry cards at or before the inspection
- Missing keys: \$35 per key
- Missing laundry card: \$4.50

All rent and fees must be paid before move-out is completed.

***Death or Transfer to Care Facility**

If you permanently leave your apartment for any reason,

- you or the person handling your affairs should contact the Housing Authority as soon as possible.

Please remember:

- Your rent does **not** automatically stop when you leave your apartment.
- Rent and other charges continue until your tenancy has been properly ended and your apartment has been returned to the Housing Authority.
- To help avoid unnecessary charges, we encourage you to let your family or the person who may handle your affairs know that they should contact the Housing Authority promptly if they ever need to assist you with ending your tenancy. Communication helps us settle your account and close your tenancy as quickly as possible.

Future Tenancy

Eligibility for future housing with the Authority depends on your record as a tenant, including:

- Payment history
- Lease compliance
- Unit condition upon move-out

Rent

Rent is due on the 1st of each month and is considered late after the 7th. If the rent is not paid on time, a \$25 late fee will be added to your account, and the Authority may declare the unpaid rent delinquent and issue a written notice of lease termination.

***Payment methods**

Rent can be paid by certified check, personal check, direct debit, or money order. Please write your name, address, and apartment number on your rent payment and make it payable to "Middleboro Housing Authority" or 'MHA.' Make sure your name and address are clearly labeled. Rent payments may be mailed, delivered in person during business hours, or placed in the secure drop box outside the office at 8 Benton Street.

***Direct Debit (ACH)**

Direct debit is available and strongly encouraged. Request a form from the office to start using the service. A voided check must accompany the request.

- Withdrawals occur on the **5th of each month**

Returned or failed payments may result in insufficient funds fees. Repeated returned payments may result in the loss of payment privileges, including the ability to pay by personal check. In such cases, future payments may be required by money order only.

Recertification

***Annual Recertification**

Your annual recertification occurs on July 1st (Archer Court, Riverview) and on March 1st (Nemasket). During this period, you must provide income information, proof of assets, and any eligible deductions you may have within 30 days.

***Interim changes**

When income or household composition changes, you must obtain the appropriate interim change forms from the office and provide third-party documentation by the **7th day of the month** following the change. You can request a change form in person, by phone, or by email. Depending on the situation, your rent may either increase or decrease. After reporting this information, you will receive a Notice of Rent Change that states the new rent and when it will take effect. Do not delay reporting an income change.

Grills

Grills are only permitted with **written approval** from the Housing Authority. Approved residents must follow all safety guidelines provided. Grills must be at least 10 feet from the building.

Quiet Enjoyment

Your housing community reflects its occupants. All residents are entitled to the peaceful enjoyment of their homes. Please communicate any concerns to your neighbor.

Quiet Hours

- 10:00 p.m. to 10:00 a.m.

During this time:

- Lower volume of TVs and devices
- Be mindful of noise levels

Remember that the walls are thin, and you might still hear your neighbor.

Decorating Your Apartment

Your apartment is your home; generally, you can decorate the interior.

The following restrictions apply:

- You may hang pictures. We strongly encourage using “Command Strips” to avoid putting holes in the wall, but this is not required.
- You may not permanently affix anything to the wall, ceiling, floors, cabinets, shelves, etc. This does not include pictures.
- The walls are thin, and televisions may NOT be mounted on the wall.
- Do not cover electrical boxes.
- Ensure the toilet (including the top) is accessible. Do not install racks above the toilet. It makes it difficult for maintenance to access the toilet if repairs are needed.
- Wind chimes are not allowed.

- Do not change or install additional locks
- Painting is generally prohibited. A request can be made **in writing** to the housing. You will be asked to submit a paint sample.

Laundry Facilities

(Riverview & Nemasket) The Middleborough Housing Authority offers laundry facilities for tenants at the elderly complexes (Riverview and Nemasket). These facilities are accessible 24 hours a day. A laundry card and instructions are provided at move-in.

- Laundry card replacement is \$4.50.
- Be sure you keep the chip away from magnets and magnetic strips on debit/credit cards.

***Guidelines**

The laundry room is for use by current tenants of the communities where it is located; tenants from other buildings and families are not permitted to use it for personal purposes. The machines operate on a first-come, first-served basis. Please cooperate with homemakers, as their schedules are pretty limited. Use only one washer and one dryer at a time. This courtesy allows other tenants the opportunity to wash and dry their laundry. Be considerate and promptly remove your laundry. As a reminder:

- Do not wash oversized items like large bedding; these machines do not have a large capacity.
- Do not wash pet items.
- Clean the lint traps of the washer and dryer after each use.

The Housing Authority has posted or will post laundry room rules. Tenants may not post rules for the laundry room. Please **ensure your caretakers review and follow** the laundry room rules.

Guests

Your lease identifies the approved occupants of your unit. You may not allow others to reside in your apartment.

- Overnight guests are permitted for up to **21 nights within a 12-month period** without written approval
- Guests **may not stay while you are absent**
- You may **not accept payment** from guests for staying in your unit

Please notify the office in writing (email or note) when you plan to have overnight guests. Provide the name, length of stay, and vehicle registration information (if applicable). You are fully responsible for your guests' actions at all times.

Housekeeping and Care of the Premises

You are responsible for keeping your unit **clean, safe, and sanitary at all times**.

***General Requirements**

- Dispose of all trash and garbage in designated areas
- Avoid conditions that create odors or attract pests, rodents, insects, or vermin
- Maintain a minimum 42-inch clear pathway throughout the apartment
- Keep windows, doors, kitchens, and bathrooms fully accessible
- Ensure all doors, including closet doors, can open fully without obstruction
- Keep stacked or boxed items below 4 feet in height
- Do not use kitchen or bathroom areas for storage

***Safety and Use of the Unit**

Failure to maintain safe housekeeping conditions may be considered a health and safety violation. Use all appliances, plumbing fixtures, electrical devices, and apartment equipment properly and safely. Do not remove, alter, damage, or misuse any apartment fixtures or equipment, including:

- Window treatments
- Appliances
- Doors and walls
- Ventilation or exhaust systems
- Fire and safety equipment

Unauthorized appliances or devices are prohibited. This includes additional refrigerators or freezers, stoves, portable washing machines or dryers, water filters connected to plumbing, bidets, or other plumbing attachments.

***Prohibited Items & Activities**

Do not remove, cover, or disconnect any fire, smoke, or carbon monoxide detectors; remove batteries from these devices; or tamper with, cover, or turn off any fire sprinklers or the ventilation, exhaust, or fan system. If any device fails to work or emits danger signals, contact the Authority immediately at (508) 947-3824 or 508-802-3264.

The following are prohibited:

- Burning candles or incense
- Storing gasoline, chemicals, or flammable materials
- Tampering with:
 - Smoke detectors
 - Carbon monoxide detectors
 - Ventilation, exhaust, or fan systems

Do not remove batteries, disconnect, cover, or disable any fire or safety equipment. If any smoke detector, carbon monoxide detector, or safety device is not working properly or sounds an alarm, contact the office immediately at **(508) 947-3824**. After hours, call the emergency line **(508) 802-3264**.

***Damages**

You are responsible for any damage caused by you, your household members, guests, or visitors. The theft, damage, or destruction of equipment, furnishings, appliances, walls, and doors is not considered reasonable wear and tear. An invoice for the cost of time and materials will be added to your account and is payable within 30 days. Normal wear and tear will not result in charges.

Inspections

The Housing Authority must ensure that all leased units are maintained in decent, sanitary, and safe conditions. At a minimum, we will perform annual inspections in accordance with state and federal regulations. You will be notified in advance about when these inspections will be conducted. The inspection will take place whether or not you are home. Maintenance and administrative staff will document any required repairs and create work orders. If housekeeping issues are observed during the inspection, you will receive a letter requesting that you correct these conditions. A re-inspection will be conducted to ensure that the corrections are completed. Letters may also be sent to document damages, improper garbage disposal, smoking, or other lease violations.

During the inspection, the following areas will be reviewed for compliance with state and local codes:

- Appliances, smoke detectors, electrical systems, and plumbing are operational
- Light bulbs are functional
- Egresses are clear, referring to the areas where you enter and exit your unit
- Housekeeping and Sanitation
- Per state sanitary code, ensure all screens are installed and without holes or tears

Pets

The Authority welcomes registered pets at Riverview and Nemasket. Pets are **not** allowed at Archer Court. Please review the pet policy for more information. One pet per household is permitted.

Wildlife

Wildlife, including squirrels and strays, should not be fed. Bird baths, bird feeders, and birdhouses are prohibited. Disposing of bread or other food on the ground attracts coyotes, raccoons, cats, pigeons, seagulls, and other wild animals and poses health and safety risks. Please do not feed or harbor stray or wild animals.

Parking

If you are the registered owner of an automobile, you will be assigned a designated parking space upon moving in. Visitor parking is permitted in any unmarked parking spot. All vehicles must be legally registered, insured, and in operating condition.

Vehicle Requirements

- Must be registered, insured, and operable
- Unregistered vehicles may be towed at the owner's expense

The parking lot and grounds are restricted in use. Boats, trailers, campers, tents, and off-road motorbikes may not be stored on the Authority's property, and personal items are not allowed in the common area. Vehicle maintenance is not permitted on Authority property. Housing Authority utilities may not be used to wash, charge, or vacuum any vehicle (except a motorized wheelchair as a reasonable accommodation). The Authority is not responsible for vandalism, theft, or damage to any vehicle parked on its properties.

Maintenance

The Middleborough Housing Authority takes pride in providing professional and efficient maintenance services. Maintenance requests, also known as work orders, may be submitted in person or by calling the housing authority at (508) 947-3824 ext. 6. Please provide:

- Name, address, and phone number
- Description of the issue
- Permission to enter if you are not home

You may designate someone else to be in your unit during the repair. All requests are logged and prioritized.

***Emergency Maintenance**

If you have an emergency outside of business hours, please call the emergency number at **508-802-3264**. A maintenance emergency may include:

- Water that cannot be shut off
- Loss of electricity (check electrical panel first)

- Alarm signals from smoke or CO detectors
- Sewer backups or major clogs

Electric Panels

Do not paint or cover the electrical panel box inside your apartment. This violates federal inspection regulations. It must remain visible in case of an emergency.

Personal Emergency Alarms

The Authority recommends that all tenants in senior housing consider obtaining a second emergency alarm, such as a personal alarm system worn on the body (e.g., a necklace or watch) that notifies emergency personnel directly for added safety.

Fire Safety Alarm and Fire Prevention

Please note the locations of fire extinguishers in your building and community. Every apartment and common hallway is equipped with smoke detectors.

When cooking, use a timer if you may step away from the stove. Unattended cooking is one of the leading causes of apartment fires.

If there is a fire inside your apartment:

1. Evacuate the building immediately
2. Call 911 or the fire department from a safe location

Do not re-enter the building until emergency personnel have declared it safe.

***Smoke Detectors & Carbon Monoxide Detectors**

Disconnecting or tampering with fire protection devices is a criminal offense under MGL Chapter 148, § 27A.

Residents and guests may not:

- Remove smoke or carbon monoxide detectors
- Remove batteries from detectors
- Cover, disconnect, or disable detectors

Only Middleborough Housing Authority maintenance staff or authorized contractors may service these devices. If any smoke or carbon monoxide detector, or other safety device, is not working properly or sounds an alarm, contact the office immediately at (508) 947-3824. After hours, call the emergency maintenance line.

The Fire Department must respond whenever a smoke detector is activated. When the fire alarm sounds in your building, something is wrong. Do not assume it is “burnt toast.” Evacuate the building and ask questions later.

The Housing Authority urges you to regularly inspect your unit for potential fire hazards, including frayed wires, cords, and overloaded outlets. Minimize the use of extension cords and use power surge protectors instead.

Snow Removal

Middleborough Housing is responsible for snowplowing all parking lots. MHA is also responsible for shoveling common walkways in the elderly developments.

- All residents are responsible for clearing snow from their cars and moving them to the visitor spots to allow plowing.
- Archer Court residents are responsible for shoveling from their door to the parking lot.

Be patient — we will do our best. Remember that staff may need time to make sure their own homes and families are safe before they can travel to the housing developments.

- Salt and/or sand will be applied to the parking lot and walkways after snow has been periodically removed. Snow removal and salt/sanding will be performed by Authority staff or its contractors as soon as they can safely access the properties.
- The Housing Authority provides salt buckets placed throughout the developments for tenant use.
- The Housing Authority assumes no responsibility for tenants who attempt to walk or drive during inclement weather.

We encourage you to use reasonable judgment and prioritize safety when traveling in inclement weather. The Authority advises against traveling during or after a storm unless necessary.

Kitchens, Flooring, Appliances

***Countertops & Cabinets**

Please inspect your countertops and cabinets at move-in. Any damage or imperfections must be reported to the office in writing within 48 hours of move-in.

Some cabinets and countertops may be newer than others, but all residents are expected to care for them properly. To prevent damage:

- Do not cut food directly on countertops
- Do not place hot pots, pans, or burning objects on countertop surfaces
- Keep cabinets and counters clean and dry

***Appliances**

The Middleborough Housing Authority is responsible for keeping the apartment's stove and refrigerator in working order. Washing machines, portable or stationary dishwashers, and freezers are prohibited and constitute a lease violation.

Residents may use their own refrigerator only after notifying the office.

***Flooring**

Apartment flooring is considered acceptable at move-in. Some flooring may be newer than others. Residents are responsible for keeping the flooring clean and sanitary through proper care and cleaning. Area rugs and floor coverings are permitted, provided they:

- Remain clean and sanitary
- Do not create tripping hazards

Residents may not install, remove, or replace flooring without prior written approval from the Executive Director.

Clogs and Leaks

Please do not use drain-cleaning chemicals such as Drano or similar products to clear clogged drains. Although these products may temporarily open a drain, they can damage plumbing pipes and create hazardous conditions for maintenance staff and plumbers. If you experience a clogged drain or a leak in a faucet or plumbing fixture, submit a work order so repairs can be made.

***Proper Disposal**

Do not place the following items in sinks or toilets:

- Grease or cooking oil
- Coffee grounds
- Food scraps or garbage
- Paper towels or tissues
- Diapers, Sanitary or personal hygiene products
- “Flushable” wipes or similar products
- Excessive amounts of toilet paper

These materials can cause serious plumbing clogs and damage

***Reporting Leaks**

Please report any water leaks, drips, or water damage immediately, including:

- Leaking faucets or pipes
- Running toilets
- Water spots or stains on ceilings or walls
- Standing water or moisture issues

Prompt reporting helps prevent damage, mold growth, and costly repairs

Heating & Cooling Systems

***Family Developments – Heat Pump Systems**

Archer Court is equipped with a central heating and air conditioning system using heat pumps. In accordance with EOHLC guidelines, thermostats are programmed to operate within a temperature range of **69°F to 78°F**. You may adjust the thermostat to your preferred comfort level within this range.

***Thermostat Settings**

Each room has its own thermostat. All thermostats must be set to the same mode:

- Heat, or
- Cool

Do not set one room to Heat and another room to Cool at the same time. Doing so will cause system errors and may damage the equipment.

If the system displays an error;

1. Check the electrical box.
2. Shut off the switch labeled mini-split for 30 seconds. Make sure all of the units are set to either cool or heat.
3. Turn it back on.

Repeated system errors can cause equipment damage and may incur repair or replacement charges. Do not leave apartment windows open while the air conditioner or heat is running.

***Senior Developments – Air Conditioners**

Middleborough Housing Authority does not provide air conditioners in senior developments. Residents may install their own air conditioner at their own expense and risk. Residents are responsible for:

- Installation
- Maintenance

- Removal
- Replacement
- Disposal of the unit

The Housing Authority does not install or service tenant-owned air conditioners. Each apartment may have only one air conditioner and should be registered with the office. Provide the make, model, serial number, and BTU size, which cannot exceed 8,000 BTUs. It must operate on a 110-volt outlet and be Energy Star approved. Air conditioners may be installed after May 1 and must be removed before November 1.

Energy & Water Conservation

Help keep utility costs down by using energy and water wisely. Small changes can make a big difference.

***Conserve energy by:**

- Turn off lights when you're not using them.
- Use energy-efficient LED or CFL light bulbs whenever possible.
- Take advantage of natural sunlight to help warm your apartment during the day in the colder months. At night, close curtains or blinds to help retain heat inside.
- Arrange furniture so it does not block heating units, vents, or air returns. Keep curtains from covering heating units.
- Dress for the season by wearing layers, socks, or slippers instead of raising the thermostat.
- Keep all windows and exterior doors closed whenever the heating or air conditioning is running.
- Consider using a draft stopper at the bottom of exterior doors to reduce drafts.
- If you will be away during the winter, do not turn off your heat. Keep the thermostat set to at least 60°F to help prevent frozen pipes. Residents are responsible for damages resulting from frozen or burst pipes caused by failing to maintain adequate heat.
- During the heating season, MHA recommends setting your thermostat between 69°F and 72°F during the day and about 64°F at night for comfort and energy savings.

***Conserve water by:**

- Taking shorter showers.
- Avoiding unnecessary water use when washing dishes.
- Running the washing machine only with full loads and selecting the appropriate water level.
- Using cold water for laundry whenever possible to reduce energy costs.
- Reporting leaking faucets, running toilets, or other plumbing problems promptly.
- Cleaning the dryer lint filter before each load to improve airflow and efficiency.

Outdoor Items & Lawn Furniture

Lawn furniture is permitted. It should be kept neat and orderly and should not interfere with the maintenance of the grounds. Residents are expected to store outdoor furniture during the winter months. The following items are prohibited on Housing Authority property:

- Swimming pools
- Trampolines
- Fire pits
- Outdoor fireplaces or similar devices

- Tents

Trash Disposal

Each development has designated dumpsters for household trash.

Do not place large items in the dumpsters, including:

- Furniture
- Mattresses
- Televisions
- Air conditioners
- Other bulky items

Improper disposal of large items results in additional charges to the Housing Authority. Any related disposal costs may be charged back to the resident responsible. If you see trash outside of the dumpster, don't wait for someone else to pick it up. The Housing Authority will provide rubber gloves if needed.

Telephone, Cable & Wi-Fi

The Housing Authority does not provide:

- Telephone service
- Cable television
- Internet or Wi-Fi service

Apartments are wired for services with Verizon and Xfinity. Contact your preferred provider directly for available plans and pricing.

Satellite dishes are not permitted on Housing Authority property.

Please remember: This handbook is intended as a summary of important policies and procedures. The Lease Agreement, applicable federal and state regulations, and Middleborough Housing Authority policies govern tenancy and take precedence over this handbook. The following policies in their entirety are available at the office for your review.

MIDDLEBOROUGH HOUSING AUTHORITY POLICY HANDBOOK FOR TENANTS

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MIDDLEBOROUGH HOUSING AUTHORITY

HOUSEKEEPING - GUIDELINES & CHECKLIST

Principles of a Healthy Home

1. **Keep your home clean & dry** – Clean homes reduce pest infestation & exposure to contaminants. Damp homes provide an environment for dust mites, roaches, rodents & mildew. All of these can cause or worsen health issues.
2. **Keep your home well-ventilated – a good fresh air supply is important for reducing** exposure to indoor air pollutants & to increase respiratory health. Levels of contaminants such as secondhand smoke & chemicals are often much higher indoors.
3. **Keep your home well maintained** – Poorly maintained homes are at risk of moisture, pest problems & injury hazards.

General

- Walls: should be clean, free of dirt, grease, holes, and cobwebs.
- Floors: should be clean, clear, dry, and free of hazards.
- Ceilings: should be clean and free of cobwebs.
- Windows: should be clean and not sealed shut. Shades or blinds should be intact. Tracks should be wiped clean regularly
- Screens: should be clean with no tears or holes
- Woodwork: should be clean, free of dust and gouges
- Doors: should be clean and free of grease. Locks should work.
- Closet Doors: should be able to move back & forth freely, unobstructed
- Heating units: should be dusted and access uncluttered.
- Trash: shall be disposed of properly and not left in the unit.
- Entire unit should be free of rodent or insect infestation.

Kitchen

- Stove: should be clean and free of food and grease with no flammable items in close proximity
- Refrigerator: should be clean. Freezer door should close properly.
- Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease. Cabinets should not be overloaded & doors fully close. Storage under the sink should be limited to small or lightweight items to permit access for repairs. Heavy pots and pans should not be stored under the sink.
- Exhaust Fan filter: should be free of grease and dust and cleaned regularly.
- Sink: should be clean, free of grease & garbage. Dirty dishes should be washed & put away in a timely manner. No garbage should be put down the drain. Chemical cleaners /de-cloggers must NEVER be used.
- Food storage areas: should be neat and clean without spilled food.
- Trash/garbage: should be stored in a covered container until removed to the dumpsters.

Bathroom

- Toilet and tank: should be clean and odor-free. Never put cleaning wipes, paper towels, Depends, diapers, etc down the toilet
- Tub and shower: should be clean & free of excessive mildew and mold. Shower liner & curtains should be in place.
- Lavatory: should be clean
- Floor should be clean and dry.

Storage Areas

- Closet: should be neat and clean.

Exterior

- Patios, walkways, front and rear entrances should be free from hazards, trash, and litter.

Approved: July 15, 2021



Acknowledgment of Housing Authority Policies

I acknowledge that I have received, read, and understand the Middleborough Housing Authority's Policies. I understand that the complete set of policies is available for review at the Management Office.

I further understand that these policies are incorporated into and made part of my Lease Agreement. I agree to comply with these policies, as well as any amendments or revisions that may be adopted by the Middleborough Housing Authority

Resident Name (Print): _____

Resident Signature: _____

Apartment Address: _____

Date: _____

Emergency Maintenance Calls



1-508-802-3264

**NON-EMERGENCY
MAINTENANCE WORK ORDER LINE**

1-508-947-3824

EXTENSION 6

NOTICE: To All Applicants and Residents: Reasonable Accommodations and Modifications are available for Applicants and Residents with Mental and/or Physical Disabilities

Local Housing Authority (LHA) does not discriminate against applicants or residents on the basis of mental (including psychiatric) or physical disabilities. In addition, the LHA has an obligation to provide "reasonable accommodations" and "reasonable modifications" on account of a disability if an applicant or resident or a household member is limited by the disability and for this reason needs such an accommodation or modification. A reasonable accommodation is a change that the LHA can make to its rules, policies, practices, or services, and a reasonable modification is a change an LHA can make to its facilities (including physical alterations to the housing unit or public or common-use areas) that will assist an otherwise eligible person with a disability to have equal opportunity to use and enjoy the housing or common or public use areas or to participate fully in the LHA's programs, activities, or services. Such changes may not be reasonable if they are not financially and programmatically feasible for the housing authority.

An applicant or resident household which has a member with a mental and/or physical disability must still be able to meet essential obligations of tenancy (for example, the household must be able to pay rent, to care for the apartment, to report required information to The LHA, and to avoid disturbing neighbors), but an accommodation or modification may be the basis by which the household is able to meet those obligations of tenancy.

The LHA has an Accommodation Coordinator. If you need an accommodation or modification because of a disability, please complete the attached form and return it to the LHA. Upon reasonable request by the LHA, you must also submit documentation verifying the existence of a disability and the disability-related need for the accommodation or modification. Within thirty (30) calendar days of receipt of your request and documentation, the Accommodation Coordinator will contact you to discuss what the LHA can reasonably do to provide you an accommodation or modification on account of your disability.

If you or a member of your household has a mental and/or physical disability, and as a result needs an accommodation or modification, you, the household member, or authorized representative, may request it at any time. However, you are not obliged to make such a request, and if you prefer not to do so, that is your right.



Request for Reasonable Accommodations/Modifications

To: Accommodation Coordinator

Housing Authority: Middleboro Housing Authority
8 Benton Street
Middleboro, MA 02346

From: _____ Date of Birth: _____
Applicant or Resident First and Last Name (please print)

Street _____ Town/City _____ State _____ Zip _____

Telephone Number _____ Email _____

1. On account of my disability, I request the following be done to permit me to have equal opportunity to use and enjoy the housing or public or common use areas or to participate fully in the Housing Authority's programs, activities, or services: (Describe)

2. This request for a reasonable accommodation/modification is necessary so that I can:

3. Documentation needed to verify the existence of my disability and my disability-related need for the accommodation/modification is attached. (Attach appropriate documentation)

I attest that the foregoing information is true and correct.

Signature of Applicant or Resident (or authorized representative)

Date

