

NORTH HEMPSTEAD HOUSING AUTHORITY

Managing Agent and Owner of North Hempstead Housing Development Incorporated

RESIDENT MANUAL **February 2026**



NORTH HEMPSTEAD HOUSING AUTHORITY

899 BROADWAY, SUITE 121 WESTBURY, NY 11590

TEL: (516) 627-6433 FAX: (516) 627-8476

INDEX

Welcome.....	i
About the NHHA.....	ii
Telephone Numbers.....	iii
Board of Commissioners.....	iv
Organizational Chart.....	v
Administrative Chart.....	vi
Maintenance Procedures.....	vii
Lease and Rental Overview.....	1
Notice of Non-Payment.....	2
Payment Agreements.....	2
Grounds for Eviction.....	3
Noise.....	3
Illegal Drug Use.....	4
Recertification.....	5
Rent Calculations.....	6
Parking.....	7
Pets.....	8
Heating Season.....	9
Air Conditioners.....	10
Smoke Detectors/No Smoking Policy.....	11
Grievance Procedures.....	12-14
Maintenance Procedures.....	15
Emergency Repair List.....	16
Appendix “A”(general housekeeping).....	17-20
Appendix “B” (appliance care).....	21-23
Pest and Bug Control.....	24-25
Tenant Maintenance Charges.....	25



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MATTHEW CUOMO, CHAIRMAN

DOLLY CARRINGTON, VPM
EXECUTIVE DIRECTOR

ARTHUR J. SMITH, VICECHAIRMAN

ALAN COOPER, Ph.D

TRACI S. CAINES

KIMBERLY KEISERMAN

DESIREE WOODSON

VALERIE WALKER

February 2026

Welcome to your new home at the North Hempstead Housing Authority. We are delighted to have you join our community and trust that your new residence will bring you peace, comfort, and happiness.

At the North Hempstead Housing Authority, we deeply value the importance of good neighbors in fostering a strong and supportive housing community. Our goal is to work with you to ensure that your apartment becomes not just a place to live but a place to truly call home.

This manual has been prepared to provide you with essential information about the management and maintenance of our developments. It also outlines the responsibilities and privileges of residents and highlights the amenities and services available to you. Please take the time to read through it carefully, keep it accessible, and refer to it as needed.

Once again, welcome to your new home. We look forward to building a wonderful community together.

Sincerely,

Dolly Carrington

Dolly Carrington
Executive Director

About the North Hempstead Housing Authority (NHHA)

The North Hempstead Housing Authority (NHHA), established in 1947, is a non-profit public corporation committed to providing safe, decent, and affordable housing for individuals and families with low incomes. NHHA strives to create communities that residents are proud to call home.

NHHA receives funding primarily from the United States Department of Housing and Urban Development (HUD), along with contributions from development partnerships and the Town of North Hempstead. Its housing portfolio includes family complexes—Harbor Homes, Pond View Homes, and Laurel Homes, managed by JMI Management; Spinney Hill Homes, managed by Whitney Management; and Roslyn Road Apartments, directly managed by NHHA through its Limited Partnerships. Senior housing developments, including Manhasset Valley, Magnolia Gardens, and The Homestead, are subsidized through HUD and Low-Income Tax Credits and managed by NHHA.

A seven-member Board of Commissioners governs NHHA, including five members appointed by the Town Board and two elected by housing authority residents. Appointed commissioners serve five-year terms, while resident commissioners serve two-year terms.

The Board meets monthly to establish policies which are implemented by the NHHA's Executive Director and staff. Meetings, held at NHHA sites or Town Hall, are open to the public, and residents are encouraged to participate. Meeting notices and updates are shared with residents and posted on the Town of North Hempstead's 311 informational website as well as on the NHHA's website.

Visit us on the web at www.northhempsteadhousingauthority.com

PHONE NUMBERS

Housing Emergency Repairs and Work Orders Hours: Twenty-four (24) Hours Seven Days a Week	(516) 365-0665
Housing Authority Office Hours: Monday-Friday 9:00 am – 4:30 pm	(516) 627-6433
US Department of Housing and Urban Development General Information	(212) 264-8000
NYS Division of Housing and Community Renewal General Information	(212)420-7390
Nassau County Police and Fire Emergency	911
Town of North Hempstead General Info	311
North Hempstead Town Hall	(516) 869-7650
North Hempstead Community Development Agency	(516) 621-6770
Nassau County Department of Social Services	(516) 571-4871
North Hempstead Department of Community Services	(516) 869-7715
Nassau County Department of Senior Citizen Affairs	(516) 571-8100
Nassau County General Information	(516) 571-3000
Nassau County Poison Control	(516) 542-2323

NORTH HEMPSTEAD HOUSING AUTHORITY

BOARD OF COMMISSIONERS

**Matthew Cuomo
Arthur J. Smith
Alan Cooper, Ph.D
Traci S. Caines
Kimberly Keiserman
Desiree Woodson
Valerie Walker**

**Chairperson
Vice-Chairperson
Commissioner
Commissioner
Commissioner
Resident Representative
Resident Representative**

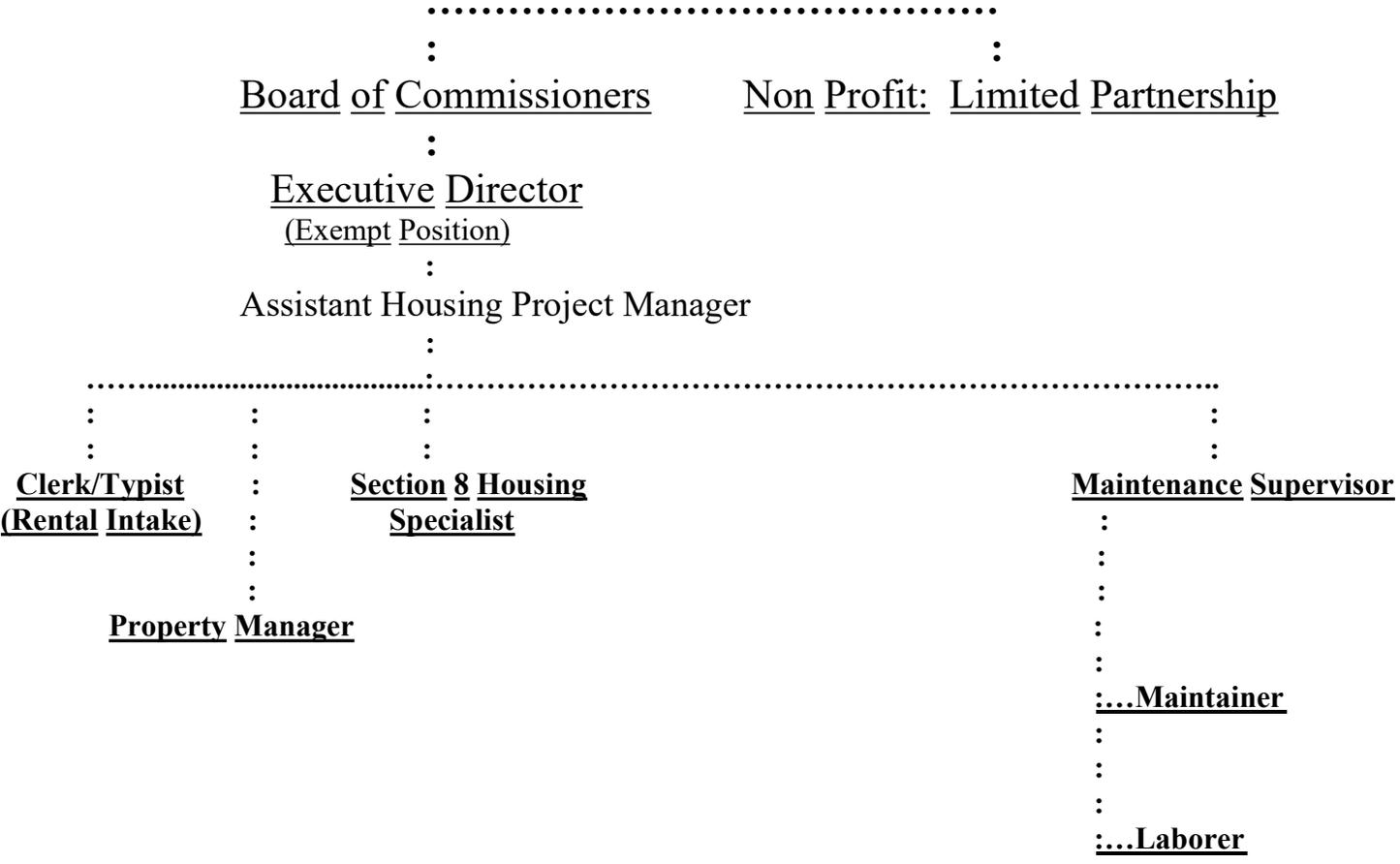
OFFICE STAFF

**Dolly Carrington
Heather Santacreu
April Walsh
Karen Estrella
Rita Ruiz
Rebecca Martinez**

**Executive Director
Administrative Office Clerk
Section 8 Coordinator
Property Manager
Asst. Housing Project Manager
FSS Coordinator**

NORTH HEMPSTEAD HOUSING AUTHORITY

ORGANIZATIONAL CHART



(as of 2025)

NORTH HEMPSTEAD HOUSING AUTHORITY

REPAIR AND MAINTENANCE PROCEDURE

ALL REQUESTS FOR REPAIRS AND OTHER SERVICE MUST
BE CALLED INTO THE WORK ORDER SERVICE LINE

MAINTENANCE PERSONNEL AND/OR OFFICE STAFF DO NOT
TAKE OR RESPOND TO VERBAL REQUESTS FOR REPAIRS

WORK ORDER NUMBER

(516) 365-0665 or dial 311

ALL EMERGENCY REPAIRS ARE RESPONDED TO
IMMEDIATELY AND CORRECTED WITHIN 24 HOURS.

ALL NON-EMERGENCY REPAIRS WILL BE CORRECTED
WITHIN FIVE (5) WORKING DAYS, WHEN POSSIBLE.

IF YOUR REPAIR IS NOT CORRECTED WITHIN FIVE (5) DAYS
AND/OR YOU HAVE NOT BEEN CONTACTED, PLEASE CALL
AND SPEAK TO THE EXECUTIVE DIRECTOR.

*NOTE: REPAIRS INVOLVING OUTSIDE CONTRACTORS
MAY NOT BE COMPLETED WITHIN FIVE (5) DAYS. IF YOU
ARE UNSURE ABOUT WHO IS DOING YOUR REPAIR,
PLEASE CALL!!!*

THANK YOU FOR YOUR COOPERATION

LEASE AND RENTAL OVERVIEW

Dwelling Lease

Every resident family is required to sign a Dwelling Lease.

The Dwelling Lease includes the rules and regulations of our various housing program(s) as well as the resident's rights and obligations. It is advised that all residents obtain RENTER'S INSURANCE for your protection.

Each resident is expected to be familiar with and understand all aspects, rights, responsibilities and obligations of the Lease which will affect you and your family.

The Head of Household and his/her spouse will be responsible for all monies owed to the NHHA.

Please remember, all **rent is due and payable on the first day of each month** by mail remitted to the HA rent depository, either money order or personal check (no cash accepted). Personal checks returned for insufficient funds will be subject to a \$25.00 service charge. The Housing Authority will **REFUSE** personal checks from individuals whose checks are returned twice within any twelve-month period for insufficient funds.

A \$10.00 late fee will be charged to your account **if** your rent is not **received within the first five working days of each month**, unless you have received a waiver from the NHHA or worked out a payment agreement with the housing authority.

Repeated late payments are not permitted. Repeated late payments means being late four (4) times in any ***twelve (12)*** month period. This will be considered a lease violation and grounds to terminate your lease. Therefore, please remember to always pay your rent on time.

All residents must receive prior written permission from the NHHA before moving anyone into your apartment. Also, written permission must be obtained for any visitor staying in your apartment ***Seven (7)*** days or longer total of 21 days a year. Renting any part of your apartment to boarders or lodgers is strictly prohibited.

NOTICE OF NON-PAYMENT

Residents, without a payment agreement, who fail to remit rent payments by the close of business on the **FIFTH** day of the month, will receive a notice of payment request by the **FOURTEENTH** of the month. If payment is not received, your rent will be considered delinquent and immediately turned over to our attorney for collection.

ONCE YOUR ACCOUNT IS TURNED OVER TO OUR ATTORNEY, YOU ARE IMMEDIATELY ASSESSED A \$75.00 LEGAL FEE.

You will subsequently receive a copy of the “Tenant Adjustment Slip” noting the \$75.00 charge along with a copy of the worksheet used to calculate arrears. In approximately a week to ten (10) days you will receive a notice to appear in court.

Residents with bi-weekly payment agreements will not be assessed late fees and/or notices of non-payment, as long as the terms of the agreement are met. Any resident who fails to comply with the terms of their agreement will be subject to the legal action outlined in their agreement.

The HA will vigorously collect all legal fees. No Judgment(s) will be considered satisfied until all legal fees are paid

PAYMENT AGREEMENTS

The HA accepts rent payments on a bi-weekly basis from residents who are paid bi-weekly. If you feel making bi-weekly payments can help reduce arrears, please contact the office for an appointment with the Executive Director.

Secondly, management realizes that sometimes unexpected expenses may cause you to fall behind in your rent payments. Should this happen to you, we encourage you to make an appointment to discuss a payment plan before you are faced with court fees and possible eviction. In most cases we can help.

GROUNDS FOR EVICTION

In addition to non-payment of rent, eviction will result from repeated violations of the rules and regulations set forth in your lease. A written warning or notice of eviction will be sent to the resident by certified mail return receipt requested and/or delivery confirmation. The warning will explain the violation and the fact that eviction proceedings will follow if the problem continues. Specific causes for eviction include (but are not limited to) any action that might endanger the health and safety of others and any action which disregards the privacy, comfort and quiet enjoyment of other residents within the development.

APARTMENT ALTERATIONS

Before making any alterations or changes to your apartment such as removing or installing fixed objects, painting the inside of your apartment, installing window air conditioners, installing floor tile, wall paneling or even accessible ramps or other handicapped devices, you must contact the Executive Director, for prior written approval, before you invest your time and money. Citizen Band Radio antennas, outside TV antennas and satellite TV dishes are not permitted. If you fail to get authorization for alterations and you move to a different unit (or move out), the HA will charge you for any additional expenses it incurs to renovate your previous unit. You will receive an itemized bill of the charges. These charges will be added to your rent, and if not paid in a timely manner, will constitute grounds for eviction. If you have completely vacated the apartment, the charges will be deducted from your security deposit.

NOISE

As Head of Household **you will be held accountable** for the conduct of your family, friends and/or visitors. Therefore, please exercise all courtesies to ensure not to disturb the rights of your neighbors. Repeated complaints from your neighbor(s) about loud TVs, radios and stereos will be considered violations of your lease and grounds for termination. *Noise must be kept to a minimum at all times, but particularly early in the morning and after 10:00 P.M.*

APARTMENT DAMAGE

As the Head of Household, you are **RESPONSIBLE** actions of your family, friends and visitors. Therefore, do not allow anyone to destroy or deface HA property. If it is determined that any damage to the unit was caused by anything other than normal wear, you will be held responsible and the amount of damages will be charged to your account. Any unpaid damages will be considered a lease violation and cause for lease termination.

ILLEGAL DRUG USE

At all NHHA communities, we are committed to “Drug Free Housing”; therefore, activities such as the manufacture; sale or use of illegal drugs is a violation of the law and your lease. Such activities shall be grounds for lease termination. **ANY MEMBER OF YOUR HOUSEHOLD CONVICTED OF A DRUG CHARGE WILL CAUSE THE HOUSING AUTHORITY TO COMMENCE LEGAL ACTION TO RECOVER YOUR APARTMENT**

VIOLENT BEHAVIOR

Any violent behavior on the part of a resident shall be considered a lease violation. “Violent Behavior” will include (but not be limited to) threats of bodily harm to management and/or resident(s), assault on fellow resident(s), and destruction of HA property. In the event a resident engages in violent behavior, he/she will be subject to legal action by the HA. Possession by a resident, household member or guest of illegal firearms or other weapons, such term is defined in the NYS Penal Law, shall also be grounds for eviction of such resident.

SUBLETTING

Subletting apartments is strictly prohibited. The lease holder(s) shall not sublet his/her unit to any individual(s), including other family members. When the lease holder(s) vacates the apartment, it reverts back to the HA.

If the lease holder passes away, the surviving family member that is on the lease may remain in the unit without interruption. Please refer to your Residents Visitation Policy effective July 2018 for details on visitation and occupancy.

If the Housing Authority (HA) incurs legal expenses due to actions or violations by the resident, including but not limited to enforcement of rules, nonpayment of rent, or other lease violations, the resident shall be responsible for reimbursing these legal costs. In cases where legal fees are incurred to enforce rules and the resident remains in the unit, the HA will issue a bill to the resident, with payment due within thirty (30) days as additional rent. If the legal fees are associated with a Summary Proceeding (eviction), the costs will be added to the eviction action and included in the total judgment amount.

RECERTIFICATION

THE MOST IMPOPRTANT ASPECT OF PUBLIC HOUSING

LIVING IS YOUR ANNUAL RECERTIFICATION

Your annual recertification **MUST** be completed to ensure that you are paying the correct rent and you are assigned the correct dwelling size, one that is not too large or too small for your family's needs.

FAMILY INCOME: Family income is the earnings and/or benefits (i.e. SS, SSI, public assistance, etc.) received **by ALL FAMILY MEMBERS, 18 YEARS OF AGE OR OLDER.** This combined income is used to calculate the amount of rent owed to the Housing Authority for your apartment.

Each resident family will receive notice of your scheduled interview appointment date. If you cannot keep your scheduled appointment, you **MUST NOTIFY** the HA office 24 hours in advance and another date will be scheduled or done via mail. If you do not notify us and fail to appear, your rent will be immediately increased to the maximum allowed by law for a minimum of one month. Failure to appear for your second scheduled appointment will result in lease termination.

Head of Household, spouse and all family members 18 years of age or older MUST appear at the interview, if required. All unemployed adults will be required to sign an affidavit verifying their unemployment status.

FAILURE TO COMPLY WITH THE REQUIRED REPORTING PROCEDURES WILL RESULT IN LEASE TERMINATION AND POSSIBLE PROSECUTION FOR FRAUD

Should your family's income change, you are required to report that change to the HA within (10) working days. Any decrease in income will be reflected in your rent the following month after we receive the documentation. Any increase in rent will be reflected the second month after we receive documentation.

INTERIM RECERTIFICATION: Any certification other than the annual. The HA will NOT do more than **THREE** interim recertifications in any twelve (12) month period, for rent decreases.

RENT CALCULATIONS

All rents are set by Federal law (HUD). Income based rents are based on 30% of adjusted gross family income. Family income includes any and all income of all family members, 18 years of age or older wage. All wage information is provided by the employer.

Family income is determined by information from your W-2 forms, income tax returns and/or benefit letters. All information is verified by third parties. To calculate your rent, subtract your deductions from the gross, multiply your net income by 30% and divide by 12. The number you get is your monthly rent. The following examples may assist in the explanation:

Multiply your gross income by 30%, divide that number by 12. The number you get is your monthly rent, less utilities, TV, parking, etc.

Example 1:

Gross Family Income: \$25,000/year; one wage owner

Multiply \$25,000 by .30 = \$7,500 annual rent based on percentage of gross

Divide \$7,500 by 12 = \$625.00/month rent, less other charges

Example 2:

Gross Family Income: \$25,000/year; two wage owners

Subtract \$1,200 from \$25,000 =- \$23,800 adjusted gross income

Multiply \$23,800 by .30 = \$7,140 annual rent based on percentage of gross

Divide \$7,140 by 12 = \$595.00/monthly rent, less other charges

Families or individuals receiving Social Security, SSI or other fixed benefit(s), rents are based on 30% of your annual benefit, derived from the information contained in your annual benefit letter. Rents for family or individuals receiving benefits from the Nassau County Department of Social Services are based on a formula provided by the Department of Social Services.

PARKING PRIVILIGES

(PARKING BY PERMIT ONLY)

All residents who own vehicles are entitled to park in the lot at their development. A fee of \$2.17 **per month** per vehicle will be added to the resident's rent. Because of limited space, we restrict parking to one vehicle per family in most lots. However, in lots that are not filled, we allow parking for a second family vehicle.

All residents parking in HA lots are required to display a parking permit on the left rear bumper of the vehicle. Parking permits may be obtained by presenting a valid registration and insurance certificate bearing the tenant's name and housing authority address in the HA office. Vehicles that do not display a valid parking permit, current registration, current inspection sticker and/or license plates cannot be parked in any HA lot. Any vehicle not in compliance will be towed at the owner's expense. (\$150.00 plus any storage fee and taxes).

If your vehicle is towed, please contact:

**Countywide Towing Enforcement DBA Global Auto Recycling
534 Main Street, Westbury, New York 11590
Phone: (516) 997-2842 Fax: (516) 997-6031**

All cars must not be in a deteriorated condition (i.e. flat tires, broken windows, etc.). A vehicle in this condition causes serious safety concerns. Cars in this condition must be repaired IMMEDIATELY.

Resident vehicle owners may wash **their own vehicle**, change a flat tire, jump start their vehicle. No other repairs are to be made to any vehicle on HA property. Washing and/or polishing vehicles, other than your own, is strictly prohibited. Commercial vehicles and school buses are not permitted to park on HA property. Violations of these rules are considered lease violations and could cause the HA to institute legal action.

PETS

To prevent injuries, disturbances and annoyances and to keep our lawns, trees and shrubbery in good condition, dogs, cats, birds and fish (in aquariums) residents must comply with the HUD approved Annual Plan revised 2013. Residents must request approval on the Authorization for Pet Ownership Form, pay a pet deposit fee for a cat and \$500 for a dog, and receive written approval from the HA prior to housing pet. We realize the pleasure and companionship pets offer; however, we must consider the welfare of the community as a whole. The formal Pet Policy can be requested from the HA office. Animals that are used to assist people with disabilities (as per the NHHA Pet Policy) have no restrictions other than those imposed on all tenants to maintain their units in a decent, safe and sanitary manner. Any violation of this rule will result in eviction.

VANDALISM and RUMORS

The HA incurs significant expenses due to vandalism of our property. Residents are encouraged to report any acts of vandalism to the HA office. Your cooperation is urgently needed to help stop these unnecessary replacement costs. When reporting vandalism, you don't have to give your name. All information is held in the strictest confidence.

In the case of rumors, we encourage all residents to contact the HA Office. Rumors can never be dependent on to be accurate. If in doubt, please call the HA Office for verification. To ensure that you receive correct information, we suggest you put your inquiries in writing; your answer will be returned in writing. This will be your documentary proof that you contacted the Office. If you have a question about a policy or anything else that relates to your residence here, we welcome your calls or visits.

HEATING SEASON

The HA supplies heat from October 1 through May 31, when:

- The outdoor temperature falls below 55 degrees Fahrenheit, between 6 a.m. and 10 p.m., each apartment must be heated to a temperature of at least 68 degrees Fahrenheit.
- The outdoor temperature falls below 40 degrees Fahrenheit, between the hours of 10 p.m. and 6 a.m., each apartment must be heated to a temperature of at least 60 degrees Fahrenheit.
- **UNDER NO CIRCUMSTANCES IS THE RANGE TO BE USED TO HELP HEAT YOUR APARTMENT, RANGES ARE FOR COOKING ONLY. OPEN BURNERS CAN CAUSE A FIRE EMIT CARBON MONOXIDE THAT CAN KILL OR INJURE YOU OR A FAMILY MEMBER!**

ANNUAL INSPECTIONS

In order to ensure that we are providing decent, safe and sanitary housing, it is necessary for the HA to perform unit inspections. The housing authority will give at least 48 hours advance written notice advising you of the date of any planned inspection. However, in cases of emergency, notice may not be given. HUD HQS inspections are mandatory. Failure to comply is considered to be a lease violation.

Our planned mandatory unit inspections will take place at least once a year. You will be given time to prepare via the written notice. During the inspection we will be looking for items that pose a threat to the safety and welfare of the occupants, as well preventive maintenance items. We will also be looking at the general housekeeping and maintenance habits of you and your family, which includes the overall cleanliness and condition of your apartment.

PEST CONTROL

The HA provides regularly scheduled extermination services for all residents. Each resident will be provided with an extermination schedule. It is mandatory that the exterminator into your apartment, a maintenance man will open your apartment allowing it to be sprayed.

If you or a member of your family has an illness that could be affected by the chemicals, you must provide management with a letter from your physician, otherwise, your apartment will be sprayed at its scheduled time. If you have severe insect infestation, please contact the work order maintenance number and we will arrange for a special treatment of your unit.

AIR CONDITIONERS

The Housing Authority ONLY permits the use of air conditioners that fit the provided air conditioner sleeve. Written approval must be obtained prior to installing an AC unit. A fee of \$2.50 per month per unit will be added to your monthly rent (annual fee of \$30). The charge is assessed on a 12 month basis to reduce the impact on your budget. Please note that if you use an air conditioner during the summer and remove the unit in September, you will be charged for a 12 month period. Air conditioners use a huge amount of energy and the \$2.50 per month for 12 months does not cover the cost of operation. (This CHARGE does not apply to Magnolia Gardens, where residents pay their own electricity bill.)

USE OF PREMISES

The premises are to be used solely as a private dwelling for the resident and his/her spouse or eligible domestic partner as reported and accepted by the Authority. The apartment may not be used for any business, professional or commercial enterprise, or any other purpose.

SECURITY DEPOSITS

Each new resident is required to furnish a security deposit of \$250 or the amount of your rent, whichever is greater, at lease signing. The security deposit is deposited in a non-interest bearing account and returned to the resident, including interest after move out. Security deposits are used to cover the cost of any damage caused by the resident occupancy and cannot be used for rent. If the move out inspection reveals no damages, the Housing Authority will mail the security deposit to the former resident's new address within 30 days.

SMOKE DETECTORS

The HA supplies battery operated smoke detectors in all units. New batteries are supplied at move-in. Both batteries and detectors are checked during our annual inspection and if the batteries are dead or missing, they will be replaced. However, residents are advised to test batteries at least every three (3) months, and if they need replacing, please replace them promptly. The Housing Authority replaces batteries on an annual basis only. If batteries need replacing at any other time, it is your responsibility.

**DO NOT REMOVE BATTERIES FROM YOUR SMOKE
DETECTOR! REMEMBER SMOKE DETECTORS SAVE LIVES
AND CANNOT DO THEIR JOB IF THE BATTERIES ARE
REMOVED OR DEAD !!!**

NO SMOKING POLICY

For the health and safety of all our residences and staff, the North Hempstead Housing Authority is a SMOKE-FREE environment. There is no smoking allowed in your apartment. There is absolutely no smoking ANYWHERE in our buildings including within 25 feet of the buildings' entry ways and common areas. **Violation of this *no smoking policy* is a lease violation and could lead to eviction.**

GARBAGE PICKUP AND DISPOSAL

All residents are responsible for placing garbage in the garbage chutes. All garbage should be tied in a plastic bag and disposed of neatly by placing the tied bag in the compactor. Please do not drop garbage in the hallways or compactor room floor. If you have large trash items that cannot fit down the compactor chute, please call the work order number at 516-365-0665 and staff will remove it.

**GARBAGE ATTRACTS ROACHES AND RODENTS!
PLEASE DISPOSE OF IT PROMPTLY AND PROPERLY!**

GRIEVANCE PROCEDURE



All residents have a right to file a grievance

What is a Grievance?

Any problem you may have with an action that the North Hempstead Housing Authority takes or proposes to take or fails to take in accordance with the Lease or the Authority's rules and regulations which you feel are against your rights, duties or welfare.

What is a complaint?

A complaint is any signed form or letter of concern to the Authority from you which relates to the actions or proposed actions which you feel are against your rights, duties or welfare. The complaint must be filed within seven (7) days of the action or the date that you were first mailed written notification of the Authority's proposed action.

What is a Grievance Committee?

A grievance committee is made up of a panel of three (3) members: two (2) commissioners and the HA attorney. One commissioner will be a resident commissioner.

What is a hearing?

A hearing is a meeting for you to bring the grievance before the appropriate persons. **Except in lease terminations involving criminal or drug-related activities, you will first be given an informal meeting with the Executive Director of the Authority to try to resolve the problem without taking it to the full committee.** If we cannot resolve the problem in an informal meeting or if the case involves criminal or drug-related activities, you will present your grievance directly to the Grievance Committee.

COMPLAINT PROCEDURE

1. You must write or tell your complaint to the Housing Assistant or Executive Director at the office 899 Broadway, Suite 121, Westbury, New York. If you tell the person your problem, he or she will write it down in a report and you must sign it and put the date you signed it on the complaint.
2. You must file your complaint within seven (7) calendar days after mailing of the Authority's written notice of proposed action.
3. Except in the case of a lease termination for criminal or drug-related activities, the Authority must schedule an informal meeting with you to discuss your complaint and to try to settle the dispute without a hearing. This must be done as soon as possible after you file your complaint.
4. The person who holds the informal meeting must send you a written summary of the meeting, who participated in the meeting, the Authority's decision on what (if anything) it proposes to do about your complaint, and the specific reasons for the decision. The letter shall also tell you the procedures you must follow to obtain a hearing if you are not satisfied with the result of the informal meeting.
5. Once you receive the Authority's informal decision, you will have ten (10) calendar days in which to submit a written request for a Grievance Hearing.
6. Non-payment of rent issues are ***not part*** of the grievance process.

When you ask for a Grievance Hearing you must:

Tell the reason for your grievance

(for example, tell you should not be evicted or why you should not be moved to another unit.)

Tell what you want the Authority to do or not do

(for example, to dismiss eviction proceedings against the resident.)

THE HEARING

1. The hearing is informal. You shall be given a chance to hear the evidence and question any witnesses that are there.
2. You have the right to bring witnesses and to obtain legal representation at the hearing.

The Decision

The decision of the Grievance Panel shall be based on the facts given at the hearing.

The decision and the reasons for the decision shall be given, in writing, within ten (10) days after the hearing. A copy of the decision shall be sent to the complainant and the Authority. The Authority shall retain a copy of the decision in the resident's file. A copy of such decision shall also be maintained on file by the Authority and made available for inspection by a prospective complainant, his representative, or the hearing panel.

MAINTENANCE PROCEDURES

MAINTENANCE DEPARTMENT SERVICE LINE:

(516) 365-0665 or 311

**ALL REQUESTS FOR REPAIRS MUST BE CALLED
IN TO THE SERVICE LINE**

**MAINTENANCE OR OFFICE STAFF WILL NOT
ACCEPT VERBAL REQUESTS FOR REPAIRS**

Every resident is expected to keep the community in a safe, decent and sanitary condition. Apartment interiors are to be kept in a clean orderly condition. All needed repairs are to be called in to the maintenance department, immediately.

**PLEASE REMEMBER: SMALL REPAIRS LEFT
UNATTENDED WILL TURN INTO MAJOR PROBLEMS**

EMERGENCY REPAIRS

The HA maintenance staff is “on call” 24 hours, seven (7) days a week to respond to emergencies. For emergency repairs after business hours, call the work order number listed throughout this manual. Emergency operators are on duty on weekdays and 24 hours on the weekends. The operator will take your name, address, phone number and the nature of your problem. He/she will then contact the maintenance man on duty at your complex. All calls are handled by scheduled staff.

If the repair you request is on the list of emergencies, the operator will contact a maintenance man who will come to your apartment to make the repair. If your repair is not on the list of emergencies, the repair will be made during regular service hours the next business day or within the time period for said repairs.

EMERGENCY REPAIR LIST

- NO ELECTRICITY (throughout apartment)
- ELECTRICAL SHORTS (sparks and/or flickering lights)
- NO HEAT
- BROKEN WATER LINE (water cannot be shut off)
- SMELL OF GAS
- TOILET BLOCKAGE (water overflowing onto floor)
- LOCK OUTS
- ELEVATOR OUT OF SERVICE (buildings with one elevator)
- FIRE
- NO WATER (hot or cold)
- BUILDING BACK-UP (water backing up into sinks, tubs, etc.)

NOTE: Broken refrigerators are not considered emergencies. However, they are priority repairs if your refrigerator stops running. Keep the doors closed and a serviceman will respond the next business day. Food will remain frozen for one to two days, if the freezer door remains closed.

THE HA IS NOT RESPONSIBLE FOR FOOD LOST DUE REFRIGERATOR

MALFUNCTION. It is strongly suggested that you obtain renter's insurance.

Maintenance staff DOES NOT make refrigerator repairs.

All emergency repairs are serviced immediately, when possible, or within (24) twenty-four hours. Repairs of a non-emergency nature are serviced within (5) five working days.

If your repair requires the use of an outside contractor or the replacement of kitchen cabinets, the work is scheduled on a first come first serve basis.

However, if you do not hear from the maintenance department or the contractor within (10) working days after your request, please call the office.

It is important to follow-up if you feel your problem has not been corrected properly or in a timely manner. Please remember, it is your responsibility to report all repairs to the maintenance department. Secondly, there is no connection between rent arrears and repairs. Even if your rent is in the arrears, the maintenance department will make all repairs.

REMEMBER, we cannot make the repairs if you don't report them.

GENERAL HOUSEKEEPING

TAKING GOOD CARE OF YOUR HOME

To make your home a comfortable place, it is important that you keep it clean. House cleaning should be done at least once a week.

- Sweeping and mopping floors
- Vacuuming rugs and carpeting
- Cleaning the outside of large and small appliances and countertops
- Dusting
- Changing bed linen
- Washing clothes, bed sheets and towels
- Cleaning kitchen and bathroom (sinks, toilets and tubs)

DAILY HOUSECLEANING COVERS

- Making beds
- Picking up dirty clothes and putting them in the clothes hamper
- Washing and putting away dishes
- Wiping up spills from range, floors and countertops
- Properly storing foods (keep foods in closed containers)
- Keeping sinks, basins and tubs free of standing water

Use a mop, hot water and a commercial cleanser for cleaning floors. Rinse well, otherwise you leave a film on the floor. After use, wring out mop and stand upside down to dry. Store in a cool dry place. Never keep the mop standing in a bucket of water.

CLEAN BATHROOM(S) AND KITCHEN EVERYDAY

Sink: Clean the sink and drain with a cleaner. Use an appropriate cleaner occasionally if your sink gets tarnished, looks cloudy, or is badly marked by pot marks or water spots. Keep a cloth handy to clean up water and food spills.

Bathroom: Germs and mildew love to grow in bathrooms, so give extra care to keeping this very, very clean! If you have a window in this room open it once in a while, especially in warm weather.

Mildew: Mildew grown in war moist areas, it can be removed with Tilex or other commercial cleaners. However, you can make a cleaner that works just as well:

Mix 1 cup of bleach (Clorox, etc.) with 1 quart (4 cups) of water. Put mixture in a spray bottle and spray on mildew. Mildew will disappear in a few minutes. Wash area with soapy water and rinse.

MARK THE BOTTLE SO YOU REMEMBER WHAT IT IS !!! IT IS POISON !!!

Basins and Tubs: Clean your bathroom fixtures often with a mild cleaner like Mr. Clean or PineSol. Wipe often, and hard scrubbing will never be necessary.

Spray bathtub rings with foaming tile cleaner (like SoftScrub) it works great.

Never, use very strong cleaners or soap pads (like SOS) on the tub. They scratch the surface very badly !!!

Clean grout (the fill in, white stuff around the tub) with an old toothbrush dipped in vinegar. Keep a dry washcloth handy to buff away water spots.

Use vinegar or a half lemon to remove mineral deposit stains. Rub on and repeat until the stain goes away.

Tub and Shower Tiles: Wipe away soap spots or film from tiles with a mixture of 1 cup vinegar mixed with 4 cups of water. Rinse and wipe dry with a towel. Regular Paste Wax (the kind you use for cars) can be used on the tub, tiles and fixtures. It helps resist dirt and water spots.

Clean often with non-scratching cleaner.

Toilets: Use a cleaner bought in the store, however be very careful with it. All toilet cleaners are poison !!! Use a brush to scrub the toilet and rinse with fresh water. Let the brush dry completely before storing.

DANGERS OF TOILET CLEANERS

NEVER MIX TWO KINDS OF CLEANERS TOGETHER TO MAKE A STRONGER ONE. THE CLEANERS ARE MADE OF CHEMICALS AND COULD EXPLODE OR GIVE OFF TOXIC GASES.

NEVER USE BLEACH (LIKE CLOROX) STRAIGHT. MIX with water, vinegar or lemon juice. Bleach makes things white, but it also eats away the porcelain finish on bathroom fixtures.

ALWAYS, ALWAYS KEEP ALL CLEANERS OUT OF THE REACH OF CHILDREN!!! REMEMBER, THESE CLEANERS ARE POISON!

FLOOR CLEANING

After scrubbing with commercial floor cleaner, rinse floor with clean water. Wring out mop until it's almost dry. Change the water to ensure a clean film-free job when finished.

Vacuum carpet at least once a week, more often in high traffic areas. Use a vacuum with a beater brush. This brush beats the carpet and loosens dirt so the vacuum can suck it up.

Vacuuming Hints:

- Before you begin, pick up loose “junk” like buttons, small toys, pins, etc., so they don't get caught in the vacuum.
- If your vacuum has a number of attachments, use the proper attachment for the job.
- Vacuum slowly and evenly using a back and forth motion.
- Be a good driver ... watch out for furniture, door frames and table legs.

WASHING WALLS AND CEILINGS

Before washing a painted wall or ceiling, dust it with a broom covered with a soft cloth. (Old T-shirts or PJs work great!) Change the cloth often so you're not wiping more dirt on the surface. To dust a hard-to-reach corner, slip an old sock over a broom handle and attach it with a rubber band.

When washing walls:

- Wash only a small part of the wall at a time. START AT THE BOTTOM, and work your way up, this prevents streaking.
- Rinse area with clean water after cleaning.
- Wipe down walls in bathrooms and kitchens before you wash them. They require extra attention because they are usually grimmer than other rooms.
- Use the “two bucket” way to wash a wall. Fill one bucket with your cleaning solution, the other with warm clear water. Rinse and squeeze the dirt from your wall-washing sponge into the bucket of water before dipping it into the cleaning solution. This works great for washing floors too!
- Use only white, off-white or color-fast clothes or sponges to wash walls and ceilings; dye in some colored cloths or sponges may come off and stain!
- Wiping walls dry will stop streaking. Use soft bathroom or kitchen towels.

APPLIANCES

Remember !!!

- The appliances in your home are for your use.
- It is up to you to keep them clean to avoid problems.
- Should a problem arise, contact the Work Order Service line number 516-365-0665 or 311 and the problem will be addressed by a maintenance man or an outside technician.

PLEASE FOLLOW THE RECORDED INSTRUCTIONS WHEN CALLING. IF NOT, YOUR CALL WILL NOT BE FORWARDED. PLEASE GIVE THE OPERATOR YOUR NAME PHONE NUMBER AND THE OPERATOR WILL CONTACT THE MAINTENANCE MAN ON DUTY. IF YOUR REPAIR IS NOT ON THE OPERATOR'S LIST OF EMERGENCIES, YOUR REPAIR WILL BE ADDRESSED DURING REGULAR BUSINESS HOURS, THE FOLLOWING DAY.

REFRIGERATOR

Tips to keep your refrigerator working for you !!!

- Keep the doors to your refrigerator and freezer tightly closed unless you are cleaning. Keeping the door closed as much as possible, helps keep the temperature inside cold at all times, even if the power is off.
- When you clean, turn the “temperature control dial” to “off”
- Use a little baking soda, mixed into your cleaning water, when cleaning the food compartment of your refrigerator
- Use the handle to open and close the refrigerator and freezer
- If your refrigerator breaks down, call the work order number, immediately. If you fear your food may spoil, ask your neighbor if you could store your food in their refrigerator.

REMEMBER, THE HOUSING AUTHORITY *IS NOT* RESPONSIBLE FOR REPLACING SPOILED FOOD.

- Your refrigerator has a manual. Please follow the manufacturer’s instructions. DO NOT set the dials higher than suggested in the manual. Setting the dials higher will prevent the refrigerator from working properly and damage the unit. If it is determined that any damage to the refrigerator was caused by improper setting, you could be charged for the repairs and/or replacement cost.

Also Remember This!!! A fully loaded freezer can keep food frozen up to two full days without electricity. So, don’t worry if the serviceman does not arrive immediately. He will be there within twenty-four (24) hours.

CLEANING THE REFRIGERATOR

Clean the inside of the refrigerator often. Use a mixture of baking soda and water, or a commercial cleaner. (Fantastik, PineSol, etc.) Wipe bottles, jars and other containers before putting them back.

If you spill something, clean it up right away. If left, it is much more difficult to clean up and it could start to smell or get moldy.

CLEANING THE FREEZER

REFER TO YOUR APPLIANCE MANUAL. It is best to follow the recommendation of the manufacturer. Typically, one would turn the power off. Remove all the food and store in a cool place. The food will remain frozen for a few hours.

Use vinegar or half of a lemon to remove mineral deposit stains. Rub on the stain and repeat until the stain disappears. Clean compartment with a mixture of baking soda and water or a commercial cleaner, wipe dry and replace the contents.

CLEANING THE RANGE AND OVEN

ALWAYS REFER TO YOUR APPLIANCE MANUAL. However, you should wipe splatters off the range when they happen. This prevents them from getting burned on and hard. When cooking, keep a damp sponge or cloth handy to wipe up spills as you go along. Clean all enamel surfaces, daily.

At least once a month, or more often if you do a lot of cooking, wash all of the removable parts of the stove top, such as burners and drip pans.

Clean enamel surfaces with a liquid cleaner and hot water. DO NOT, use SOS pads, etc. to clean these areas. They will scratch the finish. If there is hard dried food and/or burned on grease, use a damp cloth or sponge and scouring powder. (Ajax, Comet, etc.)

Note: Burners that do not ignite or do not burn evenly are usually clogged with grease. If this occurs, the burners must be removed, sprayed with an oven cleaner, allowed to sit and scrubbed thoroughly with soap and water, then replaced. If the holes appear to be clogged, use a toothpick, etc. to unclog tile holes before replacing them.

RANGES ARE NOT TO BE USED TO HEAT YOUR HOME. IF IT IS DETERMINED THAT THE REPAIRS RESULT FROM THIS PRACTICE, THE RESIDENT MAY BE CHARGED FOR THE REPAIRS.

THE MAINTENANCE DEPARTMENT WILL NOT REPAIR AND/OR REPLACE RANGES WITH BURNERS CLOGGED WITH GREASE AND GRIME

Clean the Oven Using One of These Ways:

ALWAYS REFER TO YOUR APPLIANCE MANUAL. However, for burned on grease in an oven without a pilot, leave a bowl of ammonia in the cool over overnight. The fumes will soften the grease. The next day, spray on more ammonia and clean with soap and water; or

Spray cool oven with commercial cleaner (Easy-Off) let stand, clean with soap and hot water.

REMEMBER, commercial oven cleaners are caustic and fire fumes are dangerous. **ALWAYS,** use rubber gloves and avoid breathing the fumes.

Oven doors should be cleaned with a damp cloth dipped in dry baking soda, then rinsed with clear water.

PEST AND BUG CONTROL

It is up to YOU to keep your apartment clean.

Keeping your home clean will help in the fight against bugs and rodents.

It is NOT always a good idea to use bug spray. At times bug spray counteracts against the exterminator's treatment. Your home will be treated monthly. At that time, you should ask the exterminator and maintenance staff if bug sprays are an option for you.

On-going extermination is done at all developments, by a licensed professional pest control company.

KEEP THE PROPERTY AROUND YOU CLEAN

Your home includes not only your apartment, but the building in which you live as well. Clean up after yourself. Do not sweep trash from your apartment into the hallways. Do not just leave your garbage in the compactor room; be sure to dump it in the actual compactor. If you accidentally spill or drop garbage in or around the building, please pick it up and dispose properly.

For your health and safety, it is important and mandatory to keep your home **clutter free** and clean.

HOW TO GET RID OF COCKROACHES

Take away their food by going the following:

- **NEVER** leave dirty dishes overnight
- **NEVER** leave cooked food in open containers overnight
- **KEEP** food covered or in the refrigerator
- **PROPERLY** dispose of trash and garbage
- **KEEP** your home clutter free
- **SEE** pages 17-20 for “*general housekeeping*” information

OTHER PESTS

If you think your home is infested with any kind of other pests or insects such as bedbugs, spiders, beetles, ants, mice etc. **please call 311 or 516-365-0065** and the Housing Authority will send staff and/or an exterminator to inspect for treatment options.

TENANT MAINTENANCE CHARGES

THE TENANTS ARE RESPONSIBLE FOR CHARGES THAT ARE OVER AND BEYOND THE NORMAL MAINTENANCE ISSUES. CONTACT OFFICE STAFF, Heather Santacreu AT EXT. 301 FOR DETAILS.