

**TEWKSBURY HOUSING AUTHORITY
SAUNDERS CIRCLE
TEWKSBURY, MA 01876
OFFICE-(978) 851-7392
FAX-(978) 640-7986**

RESIDENT'S HANDBOOK

**FOR
Villa at Meadowview
Sponsored by Elder Services of the Merrimack Valley**



July 1, 2014

MOVING

In order to make your move to our Housing Development as effortless as possible, we ask that you schedule your move in date and time with the Management Office. Only the Management Office can reserve and confirm your move-in date and time.

TELEPHONES

Before moving, please be sure to call to arrange for telephone installation. It is best for you and us if you can arrange to be available in your unit when your telephone is to be installed. If this is not possible, please advise the office, and upon your written request, we will provide access to your apartment for the phone company. Your apartment has internal phone wiring in the living room and in the bedroom, which can be activated by the telephone company. Upon leaving you must call the phone company to have your service disconnected.

LOCKS AND KEYS

You may pick up the keys to your apartment at the management office located at Saunders Circle, Tewksbury, MA. Prior to the day you are scheduled to move in providing your rent has been paid in full. We will provide you with two (2) keys for your apartment, two (2) keys for your mailbox, a key to the side entrance and a key fob for the main entrance. For security purposes, no other keys shall be made. **Special locks ARE NOT permitted and can not be installed on any apartment doors.**

MANAGEMENT OFFICE

The Management Office is located in the Saunders Circle Development and is opened Monday through Thursday from 8:00 A.M. to 4:30 P.M. and Friday from 8:00 A.M. to 12:00 P.M. Please feel free to stop in the office if you have anything to discuss. Of course, if you can, call (978-851-7392) for an appointment first so that some time can be set aside especially for you so you will not have to wait.

WORK ORDERS

If you should have any minor plumbing, electrical or other repairs required, please call the Management Office at (978) 851-7392 or stop in the office. After you call or come in, a service request form will be prepared and assigned to a maintenance person. Ordinarily these service requests will be taken care of within 36 hours and of course we will attend to any emergency immediately. It is important to note that the maintenance staff will not enter your apartment, except in an emergency, to provide service without a written request form. This is for your protection and theirs; and also enables us to schedule our work more efficiently... so please **DO NOT** approach the maintenance people directly.

YOUR REQUEST FOR SERVICE MUST COME THROUGH THE MANAGEMENT OFFICE.

AFTER HOURS EMERGENCY CALLS

When the office is closed, after normal work hours, weekends and holidays, please call 978-804-3525 for the on-call maintenance person. PLEASE BE INFORMED, only emergency calls (major electrical, heating and/or plumbing)

after normal work hours will be addressed. If your request is not an emergency, please wait to report the problem until the following business day, during regular scheduled office hours.

RENTAL PAYMENTS

Your rent is due on or before the first (1) of each month. Rents are collected at the Villa at Meadowview Office, located near the main entrance, during regular business hours, or you may place your rental payment in the mailbox located just outside the office door. Payments may also be mailed to Villa at Meadowview, 100 Corinne Way, Tewksbury, MA 01876.

**RENTAL PAYMENTS MUST BE MADE BY CHECK ONLY.
PLEASE NO CASH.**

******THERE WILL BE A CHECK RETURNED FEE OF \$20.00
PLUS ADDITIONAL BANK FEES FOR EACH CHECK
RETURNED******

DELINQUENT RENT

Rent is considered delinquent after the tenth (10th) of the month, at which time the accounting department will be sending you a delinquent notice. If you are unable to pay your rent on time due to unforeseen circumstances, we suggest you discuss your situation with our Management Staff immediately.

**IF ALL OR ANY PART OF THE RENT IS NOT PAID WITHIN
THIRTY (30) DAYS OF ITS DUE DATE, THE VILLA SHALL
IMPOSE A FEE IN THE AMOUNT OF \$25.00 FOR FAILURE
TO PAY RENT WHEN DUE. RENT PAYMENTS SHALL BE
APPLIED TO RENTAL OBLIGATIONS WITH THE OLDEST
OBLIGATION BEING PAID FIRST.**

IF THE TENANT SHALL HAVE SHOWN GOOD CAUSE FOR LATE PAYMENT TO THA, OR IF TENANT SHALL HAVE ENTERED A REPAYMENT AGREEMENT WITH THA, THA IN ITS DISCRETION, MAY WAIVE THE FEE FOR LATE PAYMENT.

BY CHARGING SUCH INCREASED RENT, THA SHALL NOT THEREBY WAIVE ANY RIGHTS TO ISSUE A NOTICE OF TERMINATION OF THE LEASE, TO BRING EVICTION PROCEEDINGS AGAINST TENANT AND TO COLLECT ARREARAGES, CONSTABLE FEES AND COSTS ON ACCOUNT OF THE TENANT'S FAILURE TO PAY RENT WHEN DUE.

GUEST POLICY

No adult person(s) other than those listed on the lease and application shall live/stay in the unit other than on a temporary basis. The stay of any overnight guest shall be limited to no more than a total of 21 nights (21 days if the guest regularly sleeps during the day) during any 12 month period, unless for good cause, management otherwise consents to a longer period in writing prior to the expiration of 21 nights/days or such longer period as may have been authorized. The tenant shall be responsible for the conduct of all guests, including his or her own, and those of household members. The number of household members and overnight guests shall not at any time exceed the permissible limit of the State Sanitary Code.

SOLICITORS

For your added protection and security, door-to-door soliciting is not permitted. Residents are requested to notify the Management Office when solicitors appear on-site.

TRASH DISPOSAL

We need your cooperation to keep all public areas as clean as possible. A rubbish cart will be provided outside the side door located on the right side of the building nearest the dumpster. All trash **MUST** be placed in the rubbish cart by 11:00am each day. **WE ASK THAT YOU PLEASE DO NOT PLACE GARBAGE BAGS OUTSIDE YOUR DOOR IN THE HALLWAY. TRASH SHOULD ONLY BE PLACED IN BAGS MADE SPECIFICALLY FOR GARBAGE DISPOSAL.**

BUILDING PLUMBING

To avoid unnecessary plumbing problems in the building, we ask that you **DO NOT** place paper towels or any other materials except toilet paper in the bathroom toilets.

LOCKOUTS

If you lock yourself out of your apartment during regular office hours, please call the management office at (978-851-7392), and we will arrange for you to enter your apartment.

In the event that you find yourself locked out after regular business hours, please call (978)804-3525) for the on-call maintenance person to let you into your apartment.

PLEASE NOTE: There will be no charge for your first lockout, after that EACH ADDITIONAL LOCKOUT WILL BE A \$35.00 CHARGE. SAID CHARGE MUST BE PAID WITHIN 30 DAYS OF BILLING DATE OR YOU WILL BE ASSESSED AN ADDITIONAL \$25.00 LATE FEE.

DELIVERY AND APARTMENT ACCESS

Each apartment is equipped with a video intercom. If you are expecting a visitor they will be able to call in to your apartment via this intercom. Do not allow building access to anyone that you are not expecting. Residents will have to make their own arrangements for deliveries. You must notify the office in advance in writing if you want us to provide access to your apartment. **UNDER NO CIRCUMSTANCES WILL ENTRY TO AN APARTMENT BY DELIVERY OR SERVICE PEOPLE BE ALLOWED WITHOUT PRIOR WRITTEN NOTICE.**

SMOKE DETECTORS

Each apartment is equipped with smoke detectors. These detectors will sound an alarm if there is an excess of smoke in your apartment. If the alarm sounds, **PLEASE VACATE IMMEDIATELY.** Remember to close the door behind you and call the Fire Department from a safe area or by pulling one of the call stations located in the common hallways.

NOTE: DISCONNECTING FIRE PROTECTION DEVICES IS A CRIMINAL OFFENSE UNDER MASSACHUSETTS GENERAL LAW CHAPTER 148 SECTION 27A.

SMOKING POLICY

This is a Smoke Free Building. There will be NO SMOKING allowed in any apartment or common areas (ie. Hallways, Stairwells, Laundry Rooms, Lounges, Back Patio, Roof Deck and Office Areas).

SMOKING OUTSIDE BUILDINGS IS PERMITTED PROVIDED IT IS AT LEAST 25 FEET FROM THE BUILDING TO PREVENT SMOKE FROM BLOWING INTO ANY WINDOWS. PLEASE MAKE SURE YOU DISPOSE OF YOUR CIGARETTES IN THE PROPER RECEPTICAL.

EMERGENCY CALL PULLS

The bedroom and bathroom of your apartment is equipped with emergency pull switches. If you should become ill and need EMERGENCY MEDICAL HELP. All you need to do is pull the string attached to the switch. A light outside your apartment door will light up and a buzzer will sound, which alerts your neighbor(s) that you are in need of assistance. This switch will not unlock your apartment door.

PLEASE NOTE: Emergency call switch will not automatically get aid from the town ambulance.

PLEASE make sure your emergency pull cords are visible and can be reached if you were unable to stand.

On visits to your apartment by children, please see that they are instructed not to use the call switch except in an emergency.

***** (Please do not cut or remove your Emergency Pull Cord, it must be intact, according to regulation) *****

LAUNDRY ROOMS

The laundry rooms are equipped with two (2) coin operated washers and dryers which are located on each floor of the Building. The cost is \$1.00 for the washers and \$1.00 for the dryers. The machines do not accept Canadian or Foreign coins. If you have a problem with the washers or dryers, please call Automated Service Company @ 1-978-692-6421. Do not approach the office staff as we are unable to handle any problems with the laundry rooms.

CABLE TV

Cable hook-up (Comcast/Verizon) is available in each apartment's living room and bedroom area.

PLEASE NOTE: NO SATELLITE OR DIRECT TV DISKS ARE ALLOWED

VEHICLE INFORMATION

NO UNREGISTERED, UNINSURED CARS ARE ALLOWED TO BE STORED ON THE PROPERTY. THESE VEHICLES WILL BE TOWED AT THE OWNERS EXPENSE IF NOT REMOVED AFTER BEING NOTIFIED BY THE MANAGEMENT OFFICE.

PARKING

Parking spaces will be assigned for all residents. Any illegally parked or unauthorized vehicle may be towed away at the discretion of Management and at the expense of the vehicle owner. Trailers or recreational vehicles ARE NOT allowed to be parked on site.

NOTE: It will be your responsibility to tell your visitors, homemakers, etc. where visitor parking spaces are located.

SNOW REMOVAL POLICY

All tenants are responsible for clearing the snow from their own vehicles and moving their vehicle from the parking areas so that the contractors can plow. Contractors will plow parking areas the best they can around any vehicle that is not moved.

Tenants must understand that the contractors will not be returning to plow parking areas once the storm is over.

The contractors cannot keep coming back to plow an individual's parking space. If your vehicle was not moved due to absence from your unit or due to a medical reason, we will take that into consideration on a case by case basis.

STORAGE

NO EXTRA SPACE IS PROVIDED FOR STORAGE OF OUT-OF-SEASON ARTICLES.

MAILBOXES

Mail boxes are located just inside the main entry doors of the building, labeled with your apartment number.

PETS

NO PET SHALL BE HOUSED UNTIL YOU HAVE COMPLIED WITH THE REQUIREMENTS IN THE POLICY.

Pets are allowed on an individual basis. Our PET POLICY outlines any questions you may have regarding this matter. You may pick up a copy of the PET POLICY at the Management Office.

TRANSPORTATION

You can arrange for medical transportation by calling the Road Runner. Reservations MUST be made 24 hours in advance. There is a bus that stops at your building on Fridays each week between 8:45 A.M. and 9:15 A.M. to take tenants to the Tewksbury Market Basket located in the Stadium Plaza Shopping Mall.

COMMON ROOMS

The Common Rooms are for use of all tenants. We ask that if you intend on using a specific Common Room such as Dining Hall, Craft Room or Library for any purpose such as arts and crafts, playing cards, club meetings and functions etc., that you contact the office for a request form to schedule the date and time you intend on having use of the specified Common Room. We will post a schedule on the board in the lobby area for the authorized usage of that Common Room.

RESIDENT SERVICE COORDINATOR

If you should need help with services such as housekeeping, visiting nurse, meals on wheels, etc. please contact the

**Resident Service Coordinator at 978-683-1900 or the
Management Office at 978-851-7392.**

EMERGENCY NUMBER

911

HOSPITALS

LGH, SAINTS CAMPUS

978-458-1411

LOWELL GENERAL HOSPITAL

978-937-6000

WINCHESTER HOSPITAL

781-729-9000

HOUSING AUTHORITY STAFF

OFFICE

Executive Director	Melissa Maniscalco
Program Coordinator	Elaine Palizzolo
Bookkeeper	Susan Giannetti
Section 8 Coordinator	Susan Hayes
Administrative Assistant	Liz Glover

MAINTENANCE

Saunders Circle	Scott Middleton
Carnation Drive	Kevin Kelleher
Delaney Drive	Mike Houston
Corinne Way	Jim Lessard
Grounds	Jim Lessard

VILLA AT MEADOWVIEW

Program Coordinator	Corinne Delaney
Bookkeeper	Lorraine Maniscalco
Resident Services Coordinator	

Villa at Meadowview Office (978) 863-1900

OTHER

Board of Health	(978) 640-4470
Road Runner (Medical)	(978) 459-0152
Senior Center	(978) 640-4480
Legal Aid	(978) 458-1465
Social Security	(978) 452-5509
Visiting Nurse Assoc.	(978) 459-9343
Medicare	1-800-882-1228
Elder Services	1-800-892-0890
Poison Information	1-800-222-1222
Tewksbury Transit	(978) 851-9863
Town Bus (LTRA)	(978) 452-6161
Merrimack Valley Legal Services	(800) 336-2262

CHANGE YOUR ADDRESS EFFECTIVE AS OF
YOUR MOVE-IN DATE

- Banks**
- Insurance**
- Telephone**
- Magazines, Newspapers**
- Credit Accounts**
- Voter Registration**
- Medical (Doctor, Dentist)**
- Churches**
- Automobile Registration**
- Post Office**
- Employer**