



## COMMUNITY POLICIES AND RULES

- 1) Community Orientation Sessions;
  - a) New residents must attend a Community Orientation Session within the first 60 days of occupancy. Community Orientation Session dates and times will be posted in Property Management Offices.
- 2) Rental Collection:
  - a) **Rent is DUE and PAYABLE in advance on the first day of each month and shall be considered delinquent after the fifth calendar day of the month.**
  - b) A late fee of ~~\$15~~\$25.00 will be added on the 5<sup>th</sup> of the month.
  - a) Also on the 5<sup>th</sup> day of the month a 14 day Notice to Vacate will be issued to the resident for failure to pay rent, demanding payment in full or the surrender of the premises.
  - b) This will serve as a notice to the resident that they will have fourteen days to pay the rental payment in full before a Writ of Ejectment will be filed with the Spartanburg County Magistrate Court. At which time ~~any~~any ~~\$45 - court~~Court associated cost will be applied to the rental account. When a court date is awarded, the resident will only be allowed to pay in full all amounts owed.
  - c) Repeated late payments (four within a twelve month period) are a serious and repeated violation of ~~this- the~~the Lease and will result in termination of ~~this- the~~the Lease by the Landlord.
- 3) Office Hours:
  - a) The management office will have all office hours posted on site. The office phone number is (864)-  
\_\_\_\_\_.
- 4) Maintenance Request:
  - a) During business hours, you must report work orders to your management office. You may call the EMERGENCY work order line at (864) 598-6128 only for emergency service requests after 5:00 PM, Monday thru Friday and anytime on weekends and holidays. The emergency line is for true EMERGENCIES only.
- 5) Emergency calls:
  - a) The following are considered emergencies:
    - i) No heat
    - ii) No Electricity
    - iii) Gas Leaks or Smell of Gas
    - iv) Flooding of your apartment
    - v) Fire
    - vi) Carbon Monoxide Presence
    - vii) Total Stoppage of the plumbing drain system when there is only one toilet or drain
- 6) Storage:
  - a) Resident agrees not to store anything in violation of any statute, regulation, or city ordinance.
  - b) This includes but is not limited to storage of explosives or highly flammable materials or goods or any environmentally hazardous substances or materials or equipment.
  - c) This provision includes charcoal lighter fluid any type of equipment with a gasoline motor, ie: mopeds, dirt bikes and lawn mowers.
  - d) This provision includes storage of such items inside of dwelling units, hallway, breezeway or garage.
- 7) Noise Levels:
  - a) Be considerate of your neighbors and reduce the volume of your stereo, television set, radio, or other musical instrument after 10:00 PM so that the noise from your apartment will not disturb your neighbors. No loud parties, blaring automobile systems, televisions, stereos, etc., will be permitted at any time on the premises or common areas.
- 8) Conduct:
  - a) Resident ~~is to conduct himself~~ and his guests (guests include any person in the apartment or on the premises with resident's consent) are to conduct themselves in such a manner that other Resident's peaceful and quiet enjoyment of the premises is not disturbed and to assure that actions are not offensive, noisy, dangerous, or disruptive to the rights, privileges and welfare of other Residents and persons. Resident is responsible for actions of his guests while on the premises.
- 9) Laundry:
  - a) Laundry or other articles shall NOT be hung for any purpose from the outside of Resident's apartment or on the inside across doors or stairways, and shall not to be hung or draped over ceiling fans or over air vents.
  - b) "Outside" shall include HVAC units or cages, balconies and patios of Resident's apartment.

- c) Clotheslines, other than those provided by Management, shall NOT be erected or used at any time.
- 10) Window Coverings:
- Drapes; blinds or window coverings provided by management shall NOT be removed without prior written approval. Any other draperies or other window coverings must be white or lined in white so only white may be seen from outside your apartment.
  - Residents are required to use and properly install appropriate window coverings such as blinds, shades, drapes or curtains to establish a uniform neat appearance.
  - Bedspreads, sheets, or other items which are not normally utilized as window coverings are not allowed.
- 11) Plumbing
- Use toilets, sinks, tubs, drains, and other plumbing fixtures only for the purpose for which it was intended.
  - Please do NOT put grease in commodes or drains; it will stop up the sewer line.
  - Please report promptly to Management, any leaking faucets or plumbing fixtures or anything that requires immediate attention.
- 12) Physical or Verbal Abuse:
- No Resident, family member or guest of a Resident, shall verbally or physically abuse the Manager or any other employee of ~~Management~~SHA at any time.
  - Violation of this policy is grounds for immediate termination of your lease.
- 13) Children:
- Residents are responsible for the appropriate supervision of minor children and guests.
  - Residents should refrain from leaving toys, bicycles, or other personal property in a public area or on access areas when not in actual use.
  - For safety reasons, rollerblading, skating, riding bikes, or other wheeled equipment is not permitted in garages, parking areas, or sidewalks or other walkway.
  - Residents and their children are asked to respect and take care to preserve and protect all trees, shrubbery, plantings, or other portions of the common areas, including any graveled areas, landscaping woodchips, etc.
  - Climbing on trees or bushes, sitting on fences, removing decorative stone, or any other landscaping material, climbing on garages, or throwing anything on roofs is prohibited.
- 14) Balconies/Patios/~~Breezeways~~:
- Balconies or patios may not be used for storage or hanging clothes.
  - No carpeting of balconies/patios is allowed unless approved by Management.
  - In accordance with local laws and safety concerns, no grilling, cooking or any open flame is permitted on balconies, patios or garages.
  - It is not permitted to run electric cords from the apartment to a balcony or patio area.
  - Bird feeders and feeding of other animals are prohibited.
  - Plants are permitted but Residents are expected to put protection under plants to prevent water or dirt from staining the balcony or patio area or leaking to any other balcony or patio area.
    - Residents will be responsible for any water or material falling from a balcony area or damage done to a balcony or patio.
    - Care should be taken with pots to use natural dirt and planting material that is not flammable.
    - Some fertilizers and potting material are combustible when placed in heat or sun and should not be used in the balcony or patio area.
- 15) Keys:
- Additional keys will be provided at a charge of ~~\$15~~\$12.50 per key (garage, laundry, dwelling unit, and mailbox) if a Resident request.
  - If the Resident requests their apartment lock to be changed, there is a charge of \$50.00 which includes two keys.
  - If the Resident loses a key so that it is necessary to change locks, the charges for changing locks and new keys are to be paid by Resident at the time of the next full month rental cycle.  
If you lock yourself out of your apartment or lose your key during regular business hours, you will be charged a service charge of \$15.00 plus the cost of new key and any materials required to make any necessary repairs. You must provide identification as proof that you are a resident of the apartment. Without identification you will not be granted access to the apartment.
  - If you lock yourself out of your apartment or lose your key outside of regular business hours, you must ~~call a locksmith~~call the emergency line. You are responsible for ~~the charge of the locksmith the afterhours labor at a rate of \$20.00 per hour for a one hour minimum and the lock out at a rate of \$15.00. Management or maintenance staff will NOT respond to afterhours calls for lock outs.~~
- 16) Trespass Notice Program:
- Residents are expected to honor the Public Safety Officers Trespass Notice Program by reporting any and all suspicious persons who do not live in your community.
  - SHA reserves the right to restrict guests on SHA properties.
- 17) Satellite Dishes:
- Satellite Dishes installation is prohibited by the Spartanburg Housing Authority on the structure or premises of Spartanburg Housing Authority without prior written approval.
  - Any unapproved dish or any dish that is improperly installed or fails to remain properly installed will be removed and charges assessed the resident.

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- 18) Air Conditioners:
- Installation of window air conditioners requires pre-approval by Spartanburg Housing Authority.
  - Installation must be completed in professional manner and must be inspected to ensure compliance with good workmanship manner.
  - Removal and damage charges will be assessed to residents.
  - Window units will not be allowed in sites where central A/C is available.
- 19) Excessive Utility Usage:
- Meter readings are recorded such that the reading is for the previous month and payment is due on the rent statement two (2) months following the reading; for example, utilities used in December will be reflected as amount due on the March Rent Statement.
- 20) Trash and Debris:
- Community shall be kept in a clean, safe and sanitary condition.
  - You are responsible for the exterior of your apartment including the front and rear areas.
  - The community is to remain free of trash and debris.
  - ~~e)d) Cooking grease is not to be disposed of down drains or outside of windows or the dwelling unit.~~
  - ~~e)e) No indoor furnishings are allowed on the outside of the apartment.~~
  - ~~e)f) Do not discard garbage or objects of any kind on the grounds, parking lots or around the dumpster area.~~
  - ~~e)g) Large items are to be placed inside the dumpster enclosure closest to your apartment.~~
  - ~~e)h) \_\_\_\_\_ A fee of \$50.00 will charged if trash is found on the grounds with your name or address.~~
  - ~~e)i) Remember, you are also responsible for the actions of your guests.~~
- 21) Trash Dumpsters and Roll-Out Carts
- Dumpsters are for the sole usage of community residents only.
  - The following items ARE NOT to be placed in the dumpsters: dirt, leaves, shrubbery clippings, construction material; car parts; batteries; tires; furniture; appliances.
  - It is resident's responsibility to have the roll-out carts and/or recycle bins placed curbside on the day of pick up and removed no later than noon on the following day.
- 22) Water Beds:
- Waterbeds are prohibited in Spartanburg Housing Authority units due to load factors and potential water damage. Under no circumstances are waterbeds permitted.
- 23) Tenant Lockout Procedures: In the event you are locked out of your apartment; (1) you must contact Maintenance Dispatch (after-hours will be forwarded to answering service for dispatch). (2) You must provide identification as proof that you are a resident of the apartment; without identification, you will not be granted access to the apartment. (3) You will be charged a minimum service charge of \$15 during normal business hours and an additional \$20 per hour for a minimum of one hour afterhours plus the cost of any materials. ~~for lock-out calls during the normal work hours and \$45.00 for after-hours calls, plus the cost of material to make any necessary repairs.~~
- 24) Tampering with Smoke Detectors:
- The Housing Authority has installed and maintains smoke detectors in each apartment for the safety of residents.
  - It is considered a serious violation of the lease to remove or disable the smoke detector.
  - Any Resident who is found to have tampered with the smoke detector will be issued a written warning on the first instance. A second offence is \$250.00, and a third offence will result in a charge of \$50.00 lease termination.
  - ~~e) Any subsequent violation will be subject in the issuance of an Eviction Notice.~~
- 25) Sprinkler Heads:
- Residents of Archibald Rutledge Apartments shall not place any items in the vicinity of the sprinkler system heads that might impair the effectiveness of these devices.
- 26) Elderly/Disabled Services:
- In the event that you have special needs, request a referral for assessment from the Spartanburg Housing Authority Services Coordinator.
  - If you are in need of reasonable accommodation, as a result of a disability, please notify SHA management; In some cases, documentation from a physician or other acceptable sources may be required.
- 27) Illegal Parking:
- Under no circumstances may resident vehicles or visitor vehicles be parked in any areas other than paved areas designated for parking.
  - Residents may be assigned parking permits that must be affixed to cars registered to the residents.
  - Parking of vehicles on lawn areas is strictly prohibited and violators may be ticketed or towed.
  - Repeated violations may result in the termination of the lease.
  - Abandoned, inoperable, unregistered, or derelict vehicles may not be parked on Housing Authority property.
  - Towing of such vehicles will be accomplished in accordance with South Carolina Statue Section 56-5- 5850.

28) Vacating of Units:

- a) You are required to provide 30-day NOTICE OF INTENT TO VACATE prior to moving.
- b) Keys must be returned to the Community Manager to avoid additional rent charges.

29) Smoking:

- a) In accordance with HUD regulations, the Housing Authority of City of Spartanburg (SHA) has adopted a smoke-free policy for all public housing sites. The policies are effective as of July 30, 2018.
- b) The term “smoking” means any inhaling, exhaling, burning, or carrying any lighted cigar, cigarette, pipe, [vape](#), [e-cigarette](#) or other prohibited tobacco product in any manner or any form. Prohibited tobacco products include water pipes or hookahs.
- c) Residents are responsible for ensuring that household members and guests comply with this rule.

30) Pet Policy:

- a) Residents are to refrain from keeping, maintaining, or harboring any animal in the Dwelling Unit except according to the Authority’s Pet Policy.
- b) Failure to properly dispose of pet waste will result in progressive fines. Continued violation of proper disposal of pet waste may result in the termination of the lease.

31) Elevators:

- a) Elevators are to be used for personal transportation only from floor to floor.
- b) Do not use elevators in case of fire and severe weather

32) Ground Fault Circuit Interrupters (GFCI):

- a) Your apartment may be equipped with GFCI receptacles in the bathrooms and kitchen. These are special receptacles designed to protect you from electrical shocks. Short circuits may occur when you have a defective appliance or if you accidentally drop a device like a curling iron or hair dryer into a sink or bathtub filled with water. While you should never use any electrical appliance around water, this device may save your life if an accident occurs. The GFCI receptacle in your bathroom or kitchen will look similar to the drawing below.
- b) To test your GFCI, press in on the TEST button. Sometimes this is colored red. The RESET button should pop out. Next, push the RESET button back in. If it does not, call the work order desk [at 598-6128](#) to request a repair. There is no charge for this repair.
- c) If you are using the receptacle and the power goes off, check the RESET button to see if it has popped out. If it has, unplug the appliance you are using and press the RESET button. If the RESET button stays in, replug the appliance and turn it on. If the appliance works, then you may have had a momentary power problem that caused the GFCI to trip. If the appliance does not work, after pressing the RESET, or if the GFCI trips again, notify the work order desk. **DO NOT USE THE RECEPTACLE OR APPLIANCE UNTIL IT HAS BEEN CHECKED BY THE MAINTENANCE DEPARTMENT.**

