

Revised Jan. 2013

Resident Handbook



SAHA | SAN ANTONIO
HOUSING AUTHORITY
Opportunity Lives Here

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VISION STATEMENT

Create dynamic communities where people thrive.

MISSION STATEMENT

The San Antonio Housing Authority provides quality affordable housing that is well-integrated into the fabric of neighborhoods and serves as a foundation to improve lives and advance resident independence.

BOARD OF COMMISSIONERS

The Board of Commissioners for the San Antonio Housing Authority consists of seven members, two of whom must be residents in public housing and cannot be a city officer or employee. Members are appointed by the Mayor of the City of San Antonio. The Board of Commissioners sets the policies that govern SAHA.

SAHA STAFF

The employees of the agency are responsible for carrying out the housing operations, providing excellent customer service, and managing federal resources, all with integrity, fairness and consistency.

STRATEGIC GOALS

In 2012, SAHA adopted the agency's new Vision, Mission Statement and Strategic Plan Goals.

1. Empower and equip families to improve their quality of life and achieve economic stability.
2. Invest in our greatest resource – our employees – and establish a track record for integrity, accountability, collaboration and strong customer service.
3. Preserve and improve existing affordable housing resources and opportunities.
4. Strategically expand the supply of affordable housing.
5. Transform core operations to be a high performing and financially strong organization.
6. Develop a local and national reputation for being an effective leader, partner, and advocate for affordable housing and its residents.

PURPOSE OF THIS HANDBOOK

This Handbook provides information about your rights and duties as a resident, SAHA's rights and duties, and various rules and regulations. The information in this Handbook draws from relevant regulations and your Dwelling Lease Agreement with addenda. Please read your Handbook as soon as possible after you move in and keep your Handbook and Lease handy for reference.

If information in this Handbook conflicts in any way with local and federal regulations and laws or the SAHA Dwelling Lease Agreement with addenda, then the applicable regulations and laws and Lease override the Handbook. If you have any questions, please call the Community Manager's office of the development where you reside. Staff will provide answers to your questions.

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TENANT AND SAHA RIGHTS

The relationship between the San Antonio Housing Authority (SAHA) and its residents is a partnership, with responsibilities to each other. As a SAHA resident, you are entitled to:

1. Professional, compassionate, and respectful service from SAHA employees and vendors.
2. Access to program rules and regulations to ensure fair and impartial treatment.
3. Completion of emergency work requests within 24 hours.
4. Completion of routine work requests within 3-5 working days.
5. Two-way communication with SAHA staff and management.
6. Access to resource partners to develop and provide programs and services for the enrichment or betterment of your community.
7. Express your opinions on any or all of the subjects covered in this Handbook directly through SAHA employees, Customer Comment Cards located in the Management Office, Maintenance Comment Cards left in your apartment upon completion of repairs or through our Annual Resident Survey.

SAHA expects that you will:

1. Pay your rent in a timely manner according to the Dwelling Lease Agreement.
2. Maintain your home, community space and exterior in accordance with the housekeeping standards policy.
3. Conduct yourself in a manner that is in accordance with the standards of conduct outlined in your lease.
4. Be considerate of your neighbors.
5. Promptly report property damage and needed repairs to the work order number provided by your community management team.
6. Adhere to the requirements set forth in the Lease Agreement, Lease Addendums, Community Rules and Regulations.
7. Report safety concerns to the Property Management office immediately or to the San Antonio Police Department.
8. Notify Property Management of changes in family composition or income.

IMPORTANT SAHA PHONE NUMBERS

Business Opportunities/ Procurement	210-477-6165
Central Office.....	210-477-6000
Community Development Initiatives	210-477-6901
Customer Service.....	210-477-6000
Development and Neighborhood Revitalization	210-477-6114
Education Investment Foundation.....	210-477-6031
Executive Office	210-477-6047
Family Self Sufficiency (FSS) Program	210-477-6026
Finance Department	210-477-6062
Fraud and Abuse.....	210-477-6212
Homeownership Program.....	210-477-6267
Human Resources	210-477-6116
Informal Hearings	210-477-6066
Intergovernmental Relations	210-488-7396
Legal Services.....	210-477-6027
Maintenance Work Orders & After Hour Emergencies.....	210-477-6800
Public Affairs.....	210-477-6792
Public Housing Operations.....	210-477-6000
Risk Management.....	210-477-6797
Section 8 Housing Assistance Program	210-477-6000



The following person has been designated to coordinate compliance with the nondiscrimination requirement contained in HUD's regulations implementing Section 504: **Michaëlle Finch, 818 S. Flores, San Antonio, Texas 78204.**

SAHA
818 S. Flores St.
San Antonio, TX 78204
210.477.6000 | saha.org



OTHER HELPFUL NUMBERS

EMS	9-1-1
..... non-emergency	210-207-7744
Fire.....	9-1-1
..... non-emergency	210-207-7744
Police	9-1-1
..... non-emergency	210-207-7273
Emergency Hotline (United Way).....	2-1-1
Adult & Child Protective Services (APS)/ (CPS) Hotline	800-252-5400
Alamo Area Agency on Aging (referral hotline).....	210-477-3275
Catholic Charities (Various Support Services).....	210-222-1294
Center for Health Care Services Crisis Line	210-223-7233
City of San Antonio (Information)	3-1-1
City of San Antonio Fair Housing Program	210-207-5910
City of San Antonio Public Service.....	210-353-2222
CPS Energy Emergency Hotline	353-HELP (4357)
City of San Antonio Water Systems	210-704-7297
City of San Antonio Teletype for the Deaf (non-emergency)	210-207-7273
City of San Antonio Teletype for the Deaf (emergency).....	9-1-1
City of San Antonio, Childcare Services (CCS)	210-207-8198
Drug Enforcement Administration	210-442-5600
Family Service Association (Various Support Services)	210-299-2400
Family Violence Prevention Services (shelter hotline)	210-733-8810
Federal Bureau of Investigation (FBI)	210-225-6741
Haven for Hope	210-220-2100
Poison Control Center.....	800-222-1222
SAMM Shelter.....	210-340-0302
SAFB Hotline (Client Services Help Center).....	210-431-8326
San Antonio Food Bank (Volunteers/Donations).....	210-337-3663
VIA Bus Information	210-362-2020
VIA TRANS	210-362-2140



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STATEMENT OF NON-DISCRIMINATION

The San Antonio Housing Authority (SAHA) will carry out its housing and housing related activities in a manner consistent with the requirements of all applicable Federal, State, and/or local laws promoting non-discrimination in the provision of housing.

Section 504 protects qualified individuals with disabilities. Under this law, individuals with disabilities are defined as persons with a physical or mental impairment, which substantially limits one or more major life activities. People who have a history of, or who are regarded as having a physical or mental impairment that substantially limits one or more major life activities, are also covered. Major life activities include caring for one's self, walking, seeing, hearing, speaking, breathing, working, performing manual tasks, and learning. Some examples of impairments that may substantially limit major life activities, even with the help of medication or aids/devices, are: AIDS, alcoholism, blindness or visual impairment, cancer, deafness or hearing impairment, diabetes, drug addiction, heart disease, and mental illness.

ACCESSIBILITY

- SAHA provides reasonable accommodations through changes in a rule, policy, practice or service necessary for a person with a disability to use and enjoy a dwelling or program.
- SAHA will provide a requested reasonable accommodation if necessary to accommodate a disability and will not create an undue financial or administrative burden. Some examples of reasonable accommodations that allow the use and enjoyment of housing for individuals with disabilities are: ADA-compliant units, ramps, handrails, bathroom fixtures, lowered kitchen cabinets, lighted doorbells and wider doors.
- Please contact your community management office if you have questions about accommodations for special needs and ask for a copy of the Reasonable Accommodation Policy. You may contact the 504 Compliance Officer for SAHA at 210-477-6650.



FOR SAFETY'S SAKE

SAHA strives to protect the health, safety, and security of all residents, employees and visitors through the use of policies, procedures, operations and technologies. We want to constantly improve the communities our residents call home, as well as the workplace for our employees.

Periodically, community management will work with residents to review safety tips, conduct safety drills, and share information. Please do your part to improve the environment in which you live. We urge that if you see a hazardous situation, report it immediately to your Property Manager or other SAHA staff.

What You Should Do if You Suspect a Gas Leak

It is important to know how to recognize a suspected leak and what you should do in case of a leak. The following tips are from CPS Energy.

Recognize a suspected leak – use your senses!

- Sight – dead or dying vegetation in areas of otherwise healthy growth, bubbling in water or blowing dirt
- Smell – distinctive gaseous odor is added to natural gas to make it easier to detect
- Sound – hissing, whistling or roaring noise

IF YOU SUSPECT A GAS LEAK

DO:

- Leave the home, building and/or area of the suspected leak
- Call 911 to notify police and fire
- Call CPS Energy at 353-HELP (4357)
- Call your Property Management Office
- Notify the Work Order Center at the number provided to you
- Warn others to stay out of the area

DO NOT:

- Attempt to repair or seal the leak
- Touch, breath in or make contact with the leak
- Use anything that might create a spark (light a match, turn on or off light switches, use cell or home phones)
- Extinguish any fire
- Operate any valves

COMMUNITY AND RESIDENT RULES

SAHA has adopted Community and Resident Rules for families residing in SAHA developments. These rules are located in your development office and are part of your Lease Agreement. SAHA enforces these rules for the benefit and well-being of the residents and the community.

VIOLENCE AGAINST WOMEN (VAWA)

SAHA will adhere to the Department Of Justice - Violence Against Women Reauthorization Act of 2005, known as “VAWA” (Public Law 109-162 and Public Law 109-271): VAWA protects victims of domestic violence, dating violence or stalking, as well as their immediate family members generally, from eviction of and removal of assistance from living in public housing, if the asserted grounds for such action is an instance of domestic violence, dating violence, sexual assault or stalking, as defined in Section 6 of the United States Housing Act of 1937 as amended by VAWA (42 U.S.C. 13925).

If you are a victim of domestic violence, dating violence or stalking, contact your Property Manager's office immediately.

SCREENING & EVICTION POLICY

Each applicant or resident and their household members, 18 years or older, must consent to a criminal history records check when they first move in and at the annual recertification. This Policy provides SAHA with an effective tool for adopting and implementing fair and effective policies for screening, admission, and termination of assistance of persons who engage in illegal or criminal activity. Residents can obtain a copy of the Screening & Eviction Policy from their property management staff.

COMMUNITY SERVICE

The Quality Housing and Work Responsibility Act of 1998 requires that all non-exempt Public Housing adult residents (18 or older) contribute eight (8) hours per month of community service (volunteer work) or participate in eight (8) hours of training, counseling, classes and other activities that help an individual toward self-sufficiency and economic independence. Failure to comply with the Authority's Community Service/Self Sufficiency Policy will result in non-renewal of the Lease.

COMMUNITY DEVELOPMENT INITIATIVES

The Community Development Initiatives Department was established to help residents meet their personal and family advancement goals. Specifically, the Department provides a variety of FREE programs that focus on:

- Education
- Job Training
- Employment
- Financial Literacy (budgeting, etc.)
- Support Services (referrals for utility assistance, childcare, transportation)
- Self-Improvement
- Community Involvement
- Health and Wellness

If you need a job, training, an education, assistance to make ends meet, want to get involved in your community or want to live a healthy life, then you are encouraged to use these resources and services.

The Community Development Initiatives Department oversees seven key areas detailed below. In addition, the Community Development Initiatives Department has developed self-help classes such as "Housekeeping" and others to provide residents with the tools to be successful residents.

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Education Investment Foundation

The San Antonio Housing Authority's Education Investment Foundation was created to help families achieve their educational goals by providing the following:

- College Scholarships to graduating high school seniors and students currently enrolled in college
- REACH Awards for academic achievement to elementary, middle and high school students that achieve Perfect Attendance and the Honor Roll

Since 1991, the Foundation has distributed over \$570,000 to support these efforts. In addition, the Foundation has been utilized to help facilitate events, such as:

- Annual Scholarship Gala
- Annual Golden Gala (a Holiday celebration for Senior and Elderly residents)
- REACH Awards Ceremony
- Housing America and Musical Event

For more information, please call (210) 477-6031.

Summer Youth Employment Program

SAHA offers residents, ages 16-24, a meaningful work experience. On average, participating youth gain valuable job training skills and earn a paycheck for the work they perform in various SAHA departments and within work places of SAHA partners. These include attorney's offices, schools, colleges, City offices and others!

Residents are encouraged to have their children sign up to take advantage of this Annual Program. For more information, please call (210) 477-6221.

Summer Youth Camp

Every year, SAHA offers resident youth an opportunity to experience FREE summer camp in the Texas Hill Country. Participants are offered the opportunity to experience swimming, boating, fishing, and outdoor night life.

Residents are encouraged to sign up their children, ages 8-15, to experience "Life on the Wildlife Side!" For more information, please call (210) 477-6221.

Family Self-Sufficiency Program

The Family Self-Sufficiency (FSS) program is structured to provide residents and families with the tools to overcome barriers to self-sufficiency. Specifically, residents enrolled in the Program will receive the following FREE services:

- Individual one-to-one assistance from an assigned Case Manager
 - Case Manager will work with resident on access to education, training and employment opportunities
 - Access to either an Escrow Account or Earned Income Disregard (allowing families to gain employment and "make work pay" while receiving housing and other benefits)
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- Money generated from Escrow Account or Earned Income Disregard can be utilized by residents to meet their advancement goals (purchase home or car, pay for education, etc.)
- Increasing pay or income without being “penalized” for making more money
- Priority for other SAHA-related programs and benefits (scholarships, enrollment into Summer Youth Employment Program, Summer Youth Camp, REACH Awards, and access to support services)

For more information, please contact: (210) 477-6026.

Jobs-Plus

The Jobs-Plus Program is a comprehensive employment program for some properties. Residents living in participating properties are encouraged to become members to take advantage of FREE job related services that are offered:

- Education
- Support Services (childcare, transportation, clothing, etc.)
- Job Training
- Employment
- Soft Skills Training (resume writing, dressing for success, etc.)

The Jobs-Plus Program has been effective in helping residents secure jobs within targeted industries like the medical field, construction, warehousing and others. The Jobs-Plus Program also offers employment opportunities to become a Community Coach, where residents can work to help their neighbors become successful while gaining valuable work experience. Most services are provided on site. For more information, please call (210) 477-6528.

Resident Councils and Resident Ambassadors

SAHA encourages residents to become active and involved in their respective properties. Resident Councils and Resident Ambassadors play a key role in helping SAHA “Create dynamic communities where people thrive.”

Residents may serve on Resident Councils and have input on the operations, management, maintenance and other issues affecting their property. Resident Councils also sponsor many recreational activities and social service programs for all residents. Get involved and be heard!

Interested residents are encouraged to become a Resident Ambassador to help SAHA promote and organize various opportunities to serve and help SAHA families. For more information please call (210) 477-6026.

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ADDITIONAL SAHA PROGRAMS:

Homeownership Program

SAHA's Homeownership Program provides opportunities for lower income families to buy their first home through a number of HUD Homeownership programs. For more information, call 477-6135.

Moving to Work

SAHA participates in the U.S. Department of Housing and Urban Development (HUD) "Moving to Work" (MTW) Designation. This program allows SAHA to test new methods to improve housing delivery and meet local needs. The program's three goals are:

- Promote Self-Sufficiency Among Assisted Families
- Achieve Programmatic Efficiencies and Reduce Costs in Federal Expenditures
- Increase Housing Choices for Low-Income Households

Resident Services for the Elderly

Elderly Services is an in-house program, designed to coordinate referrals to social services for elderly and disabled residents of public housing. Our main goal is to promote independent living and prevent unnecessary institutionalization of elderly and disabled residents. All elderly residents of public housing are eligible for this program, and staff members are located in our housing developments designated for senior citizens and disabled. For more information, please contact your Property Management staff.

OTHER SAHA SPONSORED ACTIVITIES:

Coffee with the CEO

The CEO has a meeting with residents on a periodic basis. Announcements are posted at each property with dates and times of the meetings for those who are interested in attending. The purpose of the meetings is to inform residents about SAHA news and program updates.

Golden Gala

SAHA sponsors an annual gala for our elderly and disabled residents, which includes dancing, an evening meal, entertainment and prizes.

National Night Out

SAHA participates in the celebration of "National Night Out." Every October, residents are invited to come out and meet their neighbors on this special day. As part of the celebration, SAHA provides entertainment, food, drinks and games for the children.

Moving In

Keys

You will receive a copy of your entry door key when you sign your lease. You may obtain additional copies of the key from your Property Management staff for a nominal fee. SAHA will not issue keys to any person not listed on your Dwelling Lease Agreement.

Lease and Addenda

Your signed Lease is a mutual agreement between you and SAHA. Please read it carefully. The terms of your Lease run for one year and then renew annually with the completion of your recertification.

If you are on a biennial lease, your recertification will occur every two years.

If you have any questions about your Lease, please see your Property Manager.

Your housing assistance may be terminated for any of the following reasons:

- Failure to complete the renewal of the Dwelling Lease Agreement
- Failure to provide social security documentation for eligible household members
- Failure to accept the Housing Authority's offer of a lease revision
- Methamphetamine and/or other drug conviction
- Conviction of a crime involving violent criminal activity
- Failure to successfully pass a review of a Criminal History Report (CHR)
- Repeated violations of the Dwelling Lease Agreement
- Failure to comply with provisions of the Dwelling Lease Agreement
- Failure to complete required community service

Mailing Address

The mailing address of your apartment is located on your Dwelling Lease Agreement. This address is only for use by you and family members listed on your Dwelling lease Agreement. Do not allow anyone else to use your mailing address.

Move-In Inspections

When you move into a SAHA apartment, you and a SAHA staff member will conduct an inspection. You should keep a copy of this initial inspection, so that when you vacate the apartment, you will have a record of the move-in condition of your apartment.

Parking

Residents should park their vehicles in designated parking areas. You should not park vehicles on sidewalks or lawns. You may not keep inoperable or unlicensed vehicles on the premises. SAHA reserves the right to tow improperly-parked or unregistered vehicles at the owner's expense. Please note that unauthorized vehicles parked in spaces designated for handicapped parking, may be towed. Under no circumstances may repairs on any motor vehicle be done on the premises.

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Payment of Rent

Rent is due on the first day of each month. There are rules that apply to late payments and non-payment of rent. For example, a late fee of \$15.00 will be charged on the 6th business day of the month. The Property Management Office will have information about these rules and they are also listed in your Lease Agreement. If you have any questions concerning your rent payment you should speak to Management staff. Please inform your Property Management staff if you cannot pay your rent on time. Remember that late rent payments also affect your credit rating and tenancy.

Pets

Residents may own a maximum of 2 pets; only 1 of which may be a dog. There are rules about pet ownership and a deposit will be required. Please contact your Property Manager before you adopt a pet to make sure you are in compliance with Lease rules. If a member of the household requires a service animal, the resident must request a reasonable accommodation. A pet deposit does not apply to animals that assist disabled individuals.

Security Deposit

SAHA requires a \$150.00 security deposit from residents. If you need to make special arrangements in order to pay your deposit, please contact the Property staff.

Use of Your Apartment

Your apartment is for use by you and the family members listed on your Dwelling Lease Agreement. Apartments are to be used as a residence and not for commercial, business or other purposes.

Utilities

Your rent amount may or may not include utilities. Be sure to ask your Property Management staff about payment of utilities when you move into your apartment. Your apartment utilities must be active at all times. If you are in danger of having your utilities cut off, please contact the Property Management staff.

LITE-UP

The LITE-UP TEXAS program is designed to help qualified low-income individuals reduce the monthly cost of electric service. The program will provide discounts to eligible customers in the following months: May, June, July, August and September. You might qualify if you are currently receiving Medicaid and SNAP. If you are not in one of these programs, you might still qualify if your household income is at or below 125 percent of the federal poverty guidelines. For information about the LITE-UP TEXAS Program (Low Income Telephone and Electric Utility Discounts) please call 1-866-454-8387 or visit the PUC website at <http://www.puc.state.tx.us>.

Contact Information in the Event of an Emergency

While you are not required to provide the name and working phone number of an individual you would like contacted on your behalf in the event of an emergency, it is highly recommended that you do so. Should the information or designation of your contact person change, please notify the Property staff.

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TRANSFERS

Transfers for Remodeling

SAHA may ask you to transfer if your apartment requires remodeling or for other business reasons. If this happens, you will be provided a request to relocate in writing. SAHA may transfer you and your family to another SAHA public housing unit. If this occurs, SAHA will pay for reasonable costs of packing and moving. You may also be invited to attend meetings with your Property Manager to discuss the transfer.

Transfers for Health or Safety

Transfers for health and safety may occur as the result of maintenance conditions in your unit, building, or at the property. This may happen if a situation poses an immediate threat to the life, health or safety of you or your family members, and it cannot be repaired or abated within 24 hours. In these situations, SAHA may transfer you and your family to another public housing unit. Your Property Manager will discuss all options with you. Some examples of conditions that require a transfer may include: a gas leak, no heat in the building during the winter, no water, toxic contamination or serious water leaks.

Transfers as Incentives

You may request a transfer to a newly constructed or modernized community. In order to qualify, residents must meet the following criteria:

- A resident for at least two (2) years
- A positive rent paying history for two (2) years, (you do not owe back rent or other charges)
- Income is validated through the Enterprise Income Verification (EIV) Report
- A good housekeeping record; you have satisfactorily passed all housekeeping inspections for a period of two (2) years
- You or your spouse or co-head have maintained full-time employment for a period of one (1) year
- Adult household members have maintained part-time or full-time employment and/or school attendance during the same time period. (Retirement and Disability payments will be considered as employment)

Ask your Property Management staff for more information and a request form.

Transfers for Threats

You may request a transfer when there has been a verified threat of:

- physical harm
 - criminal activity indicating that a family member is the actual or potential victim of a criminal attack
 - retaliation for testimony
 - a hate crime
 - domestic violence
 - dating violence
 - sexual assault
-

- stalking and/or
- to protect members of the household from attack by the criminal element in a particular property or neighborhood.

SAHA will offer a transfer based on a threat assessment completed by a law enforcement agency or provided by the family. There must be specific and compelling documentation, such as restraining orders, other court orders, or risk assessments related to witness protection. Once a unit offer is made, you must accept the transfer unless the unit offered does not remove the threat or you have a “good cause” to turn down the offer.

Transfers to Correct Apartment Size

SAHA will authorize a transfer when the family size has changed and the family is now too large (overcrowded) or too small (over-housed) for the unit occupied. If your family size changes, the Property Manager may ask you to relocate to an apartment to meet occupancy requirements. SAHA must abide by HUD rules, which determine the appropriate size apartment.

Transfers for an Accommodation

SAHA will transfer a family when the family requests a reasonable accommodation due to a disability and the request cannot be met at the current apartment. The unit may not necessarily be at the same property. In some instances, a family may be transferred to an available unit designated for a person with special needs. The family will be made aware of the “accessible” unit designation at the time of move in. During the tenancy, if the unit is needed for accessibility purposes, the family must relocate to another available unit that meets the size standards of the family.

Transfers for Disposition of Asset or Changes to the Program

On rare occasions SAHA may release properties from its Public Housing portfolio. During the disposition, you may be transferred to a different type of housing program. You will be invited to attend meetings to discuss how these changes will affect you and your family. SAHA Management staff will also meet with you individually to discuss changes that may affect you.

YOUR HOME

Annual Inspections

SAHA is required to inspect your apartment at least once annually. We suggest you be present during these inspections; however, if you cannot be present, please contact your property office. Inspections are scheduled in advance with a 48-hour notice, so you will have prior notice to be available for the inspection.

Apartment Size

SAHA is required to limit the number of family members who reside in a particular size apartment. Your Property Management staff may answer questions about occupancy limits. The following standards show the number of bedrooms required, based on family size and composition:

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Number of Bedrooms	Number of Persons Minimum	Number of Persons Maximum
0	1	1
1	1	2
2	2	4
3	3	6
4	4	8
5	6	10

Children under the age of 5 may share a bedroom with a family member.

Guests

You are responsible for the actions of your guests. Please be considerate of your neighbors and ask that your guests follow SAHA rules while on our property. The actions of your guests may affect your residency. Your guests or visitors may not stay with you for more than fourteen (14) consecutive days or more than thirty (30) total days in a year, unless you have prior written approval from Property Management.

Hallways and Stairwells

Hallways and stairwells are used for entering and exiting apartments. Please do not allow your friends or family members to use hallways for any other purpose, such as playing, sitting or loitering.

Interim Recertification

If you experience changes in your income or family composition, you are required to report these changes in writing to the Property Management office within 10 calendar days. This change may or may not affect your rent payment.

Lock Changes/Installation

If you require a change of locks, please contact your Property Management staff so they can install a different lock. Depending on the circumstances, there may or may not be a charge to you. If the lock change is caused by normal wear and tear, there is no charge. If you need a new lock because you lost your keys, there will be a charge. Under no circumstances are you allowed to install your own lock on the apartment or otherwise prevent SAHA from having access to your apartment. For a reasonable fee, residents may request SAHA to re-key any door lock.

Lock-Outs

If you are locked out of your apartment, please call the 24-hour maintenance work order number provided to you by the Management staff. A staff person will help you enter your apartment. Do not break windows or damage the lock to enter the apartment. A maintenance charge equal to the actual time necessary to open the apartment will appear on your rent statement the following month. Residents must provide valid ID to be allowed in the unit.

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Non-Smoking

SAHA has a Non-Smoking Policy and smoking is not permitted inside a building or unit. Also, smoking is not permitted within 20 feet of any building. Certain properties, such as high-rise locations, have a designated smoking area.



Properties that are spread over large areas are unable to designate one single designated smoking area, so residents must follow the 20-foot rule. If a resident is uncertain of the smoking area for their property, he or she should check with Property Management staff.

Please consult your Property Manager or staff if you have any questions about smoking policies.

Recertification

SAHA is required to periodically verify your family income and family size. This process is called recertification and occurs on the yearly anniversary of your original move-in date. Up to 120 days in advance of this date, you will be notified of your appointment to complete the recertification process. Elderly/Disabled families with a fixed income (Social Security, SSI, Veterans Benefits, pension, etc.) and that do not earn wages are recertified biennially (every two years).

Affected families who wish to have their income adjusted in between normal recertification may request a special reexamination. All changes, such as income or family composition must be reported to SAHA within ten (10) days of the change occurring.

Right of Entering

SAHA has the right to enter your apartment in case of an emergency, or upon giving you a 48-hour notice. Please try to be at home when visits are scheduled.

Termination of your Assistance

A resident who receives a notice of termination of assistance from SAHA has the right to request an informal hearing under the SAHA Grievance Policy. The resident has ten (10) calendar days from receipt of the notice to request a hearing in writing to the Property Manager. Additional guidelines for a hearing are provided on the Notice to Vacate. SAHA does not allow informal hearings for termination due to violence, drug-related crimes, or other criminal activity, because the court process provides the due process required. Residents can obtain written procedures for the informal hearing process from their Property Management office. Be sure to read all correspondence from SAHA as it will contain important information.

MAINTENANCE

Damages

Residents are responsible for the cost of repairs resulting from damages that they, their family members or guests cause. Be sure to report all repair needs immediately to the property office or the maintenance number provided to you.

Electrical Problems

An electrical breaker box is installed to maintain service to the unit and is located inside or outside your home. For any electrical problems that occur in your apartment, please contact the Property Management staff or the maintenance number provided to you immediately. We discourage the use of extension cords, as they may cause damage to outlets, circuit breakers or cause a fire.

Emergency Maintenance

Emergency maintenance occurs when work must be done to prevent damage to the property or a threat to the life or safety of residents. When emergency maintenance is required, the emergency will be corrected or abated within 24 hours. In case of an emergency, SAHA reserves the right to enter your home at any time to protect the other residents and our property.

Emergency service is available to you 24 hours a day by calling the work order number provided to you. Emergencies may include:

- Plumbing leaks that have the capacity to create flooding or cause damage to the unit
 - Broken window glass, which affects unit security, is a cutting hazard, or occurs during inclement weather (to be secured or abated)
 - Natural gas leak or smell of fumes
 - Backed-up sewage
 - Electrical hazard
 - Inoperable refrigerator
 - Inoperable stove
 - Inoperable SAHA-owned air conditioner/heater, particularly in units where elderly and disabled residents reside
 - Lack of functioning toilet (in apartments with only one toilet)
 - Broken lock, which affects unit security
 - Stoves reported as not secured
 - No heat when outside temperature is below 50 degrees Fahrenheit and temperature inside is below 55 degrees Fahrenheit.
 - Waterlogged ceiling in imminent danger of falling
 - Non-functioning smoke alarm
 - Lock-outs with proper identification and/or recognition
 - Elevators reported as inoperable
 - Any report of fire
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- Window screens reported as missing or unsecured
- Infestation of rodents or insects
- No hot water
- Roof leaks
- Mold remediation

Extermination (Pest Control)

SAHA uses an Integrated Pest Management program that is a joint effort between SAHA, residents, and the pest control company. You are responsible to keep your home free from rodents and insects. SAHA will perform pest control on a bi-monthly or quarterly basis. Please contact the Property Management staff if you need treatment more frequently or experience a specific pest problem. You can assist by keeping your home orderly and clean, and properly disposing of your garbage. Please avoid bringing in items such as furniture and mattresses that have been discarded as trash.

Garbage (Trash) Disposal

Garbage and trash disposal is the responsibility of all residents. Keep your neighborhood clean by disposing of garbage in the dumpster near your apartment. Do not leave loose or bagged trash outside your unit under any circumstances. If you send children to dispose of garbage, please ensure they can reach the dumpster door. If you require assistance with garbage disposal, please contact your Property Management team. If you live in a single family home, the City of San Antonio will pick up garbage at your curbside.

Recycling

SAHA is committed to creating sustainable communities. One program that will help accomplish this is Recycling. New and existing residents are informed of the program availability, as well as details of the program.



As a resident, your community will be provided with recycling containers. All interior containers provided to residents will remain the property of the San Antonio Housing Authority. Exterior collection containers for recyclable materials are located in proximity of trash containers. A list of recyclable materials is provided to new residents.

Heating Units

SAHA will maintain heating units for you. Please contact the Property Management office or the maintenance work order number provided to you if your heater malfunctions. Do not store any items in or around heating units.

Power Failures

In the event of a power failure, please use flashlights or other battery-operated lighting. Candles or open flames should not be used as sources of light, due to the risk of fire and smoke damage. If there is a power failure, please contact the SAHA emergency maintenance number provided to you by the Property Management staff.

Requests for Maintenance

When you have a maintenance request, call the property office or the number provided to you by the Property Manager. An answering service handles emergency calls after office hours. In the event of fire, flood or criminal activity, please call 9-1-1 immediately.

You should call the maintenance number provided to you for any maintenance needs, regardless of the severity, in order to prevent further damage or danger to residents.

Apartment repairs are sometimes necessary due to normal wear and tear, and SAHA will make these repairs without charge. When damage results from carelessness or negligence, SAHA will bill you for the cost of the repairs.

When you request service, we will ask for information, such as the address, work required, permission to enter, and a contact phone number. If repairs are needed, either you or SAHA may initiate a work order. The maintenance department will respond to maintenance requests in order of priority. Please ask for a work order number for your reference.

Scheduled Maintenance

Scheduled maintenance includes the day-to-day upkeep of the property, such as daily trash removal, grounds maintenance, filter changes, pest control, preventive maintenance, Uniform Physical Conditions Standards (UPCS) and Real Estate Assessment Center (REAC) inspections, housekeeping inspections, special inspections and quality-control inspections.



Routine Maintenance Requests

You should notify the property staff or call the maintenance number provided to you, as soon as possible, to report any maintenance needs, regardless of the severity.

HOUSEKEEPING

Car Washing

Residents may not use exterior water faucets on the property for washing cars or other objects without prior written approval.

Clotheslines

Clotheslines are shared between neighbors. Please work with your neighbors to establish a fair and workable system for sharing clotheslines. Do not hang clothing, rugs or bedding from windows, balconies or rails.

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Dust and Dirt

Do not shake dust mops, throw trash, water or other items out of windows, doorways or balconies. Be respectful of your neighbors and the property around you.

Housekeeping Inspections

In addition to the annual inspection, inspectors and/or SAHA staff may periodically inspect your apartment for housekeeping or needed repairs. Proper housekeeping is important and helps control pests. Poor housekeeping can be grounds for lease violations or termination.

Installation of Major Appliances

Residents may not install any major appliance, such as cooking stoves, wood burning stoves, fireplaces, refrigerators, freezers, dishwashers, washing machines, clothes dryers or ceiling fans without SAHA's prior written approval. Appliances that SAHA installs in your apartment must not be removed or replaced.

Lawns & Fences

Residents should maintain their assigned lawn, according to the Lease Agreement and the Lawn Care Agreement for your property. If you wish to install fences, trees, shrubbery or flowers, please contact the Property Management office for guidance.

Painting

Your apartment has been painted prior to your move-in. If you wish to paint your apartment in the future, please contact the Property Management office for guidance.

Storage Space

You may not store unused furniture, appliances, tires and other items outside your apartment. Do not use the water heater or heater closets for storage space. You should not store gas-powered equipment inside your apartment.

EQUIPMENT

Air Conditioners

Residents may not install window air conditioning units in the apartment without prior written approval. Air conditioners must be installed according to SAHA's requirements to ensure proper installation and SAHA will inspect the installation.

If you reside in an apartment with central air conditioning, we will maintain the air conditioning unit for you and will change the air filters. Please check with your Property Management office if you have any questions.

Antennas/Satellite Dish

Exterior antennas or satellite dishes may not be installed without SAHA's written consent. Antennas and satellite dishes may not be mounted on the building. They may be installed on a tripod on the ground, in a manner that does not create a trip hazard.

Barbecue Grills

Residents may not create a fire hazard that endangers any person or property. Residents may not use any barbecue grill, pit or other incinerator within 10 feet of or below any combustible surface, such as decks, porches, balconies, walls or verandas.



Cable TV

Residents may subscribe to local cable service. However, you should notify your Property Manager prior to installation. The location of your cable is limited to certain areas convenient to the wire entrance in your home. The cable service representative should not add more outlets in your apartment. At some properties, cable installers will need access to panels and other secure facilities to complete the installation. In these cases, you should schedule the request in advance with the Property Management office.

Garbage Disposals

If your apartment comes with a garbage disposal and it malfunctions, please call the maintenance work order number provided to you as soon as possible.

Floors

Please keep your floors and carpets clean at all times. Cement and tile floors may be washed with mild soap and water and then rinsed. You may apply a non-buffing wax to preserve the finish and protect the floor against wear and tear. Do not allow water spillage to remain on the floor, as water will cause the tile to loosen or buckle. Use caster cups under bedposts, dressers, and table legs to avoid tile damage. If your floor tile becomes loose or cracked, please contact the Property Management office or call the maintenance phone number provided to you.

Kitchen Sink and Drain

Please clean your kitchen sink with a mild non-abrasive cleaner. If your drain becomes clogged, use a plunger to unstop the drain. If you are unsuccessful, call the maintenance phone number or the property office. Please do not use chemicals to unstop drains. Do not put food, grease or garbage down your sink drain.

Laundry Facilities

SAHA provides laundry facilities at many properties. Please do not damage or improperly use the machines. Keep laundry areas clean and free of trash, and remember to remove your trash as you leave the facility. Clothing left in



the facility is the responsibility of the resident, and SAHA cannot ensure the security of unattended items. If a machine needs repair, please notify the property staff.

Outdoor Equipment and Furniture

Outdoor equipment and furniture are not allowed. This rule applies to pools, trampolines, gazebos, and bouncing equipment.

Ovens/Ranges/Stoves

Please keep your stove clean. Periodically, you should also clean behind and underneath your stove. If you need help moving your stove, please contact property staff.

The oven broiler, trays and rack are easy to remove, wash and dry. Grids and burners should be cleaned frequently. You may do this by lifting them off and soaking in hot water with a mild detergent. Clean your stoves with soft liquid soap and a damp cloth. Do not use water on electrical components. Never leave the stove burner on and unattended.

Do not allow children to play around ovens and stoves. Do not use the oven to heat your apartment.

Refrigerator

All SAHA refrigerators are set to the proper temperature. If you change the temperature setting control, you may cause the refrigerator to freeze up and not work properly. Do not overload the freezer, as this may obstruct the airflow.

Telephone

You must arrange for telephone installation directly with the local telephone company. SAHA limits the location of your phone to certain areas convenient to the wiring now in your home. Please instruct telephone service persons not to add more outlets in your apartment. Contact the Property Management staff for any questions you may have about the installation of telephones.

Toilets

You should keep toilets clean at all times. We recommend the use of a brush with a bowl cleaner. Do not use any material that will scratch the enamel. Never pour hot water into the toilet because it may crack the bowl. Report any water leaks to property staff or the maintenance phone number.

Clogged toilets are inconvenient, avoidable, and often expensive to fix. Never throw matches, toothpicks, rags, papers, cigarette butts, sanitary napkins or baby wipes into the commode. SAHA will charge you if such items or like items are found inside the commode when unstopping the toilet.

Tubs, Showers and Wash Basins

Please handle all enameled surfaces with care because they stain and mark easily. You may use soap or a tub and tile cleaner to clean surfaces. Do not use bleach concentrates such as Clorox, lye or gritty powders to clean the surfaces. Be sure to install a curtain for the showers. You should report any water leaks to the property staff or maintenance phone number.

Note: If your sink, bathtub or toilet becomes clogged, use an ordinary rubber plunger. If this does not clear the obstruction, please call the property office or phone number provided to you by the Property Manager. Never use a drain cleaner or any other type of chemical, as this may cause damage to pipes and sewer lines.

Walls, Ceilings and Cabinets

You may clean walls, ceilings and cabinets with a mild detergent and then rinse. Do not apply contact paper or any other material to the walls, cabinets, and ceilings.

Waterbeds

Waterbeds are not allowed in any apartment.

Water Heaters

SAHA will maintain water heaters for you. Please call the property office or phone number provided to you by the Property Manager if your unit malfunctions. Do not store any items in or around water heaters.

Window Treatments

Window treatments are provided when you move into the unit. Please inspect the blinds to ensure they are clean and free of tears or breaks. You may cover the blinds on the inside of the unit with a decorative curtain. You may not, under any circumstance, cover the window with materials other than the blinds provided to you. Foil, paper, fabric or other material should not be used to cover your windows.

SAFETY AND SECURITY

Absences

Residents must inform SAHA in writing if all occupants of the apartment will be absent from the apartment for more than 15 days. For security purposes, we suggest you stop mail and or newspaper delivery during your absence.

Alcoholic Beverages Outside of Apartment

Residents will not consume, sell or distribute alcoholic beverages:

- Outside the apartment, beyond the lawn area designated for resident's exclusive use, or
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- In the common areas, which include the walkways, playgrounds, easements, yards, driveways, parking lots and other areas on the premises.

Burglar Bars

Residents may not install burglar bars on SAHA apartments. All windows must be accessible in apartments that have only one window in a room. Do not block these windows with furniture, air conditioners or other items.

Courtesy Patrol

SAHA provides Courtesy Patrol officers to monitor the property at various times on different days of the week. Current federal funding does not enable SAHA to provide full-time courtesy patrols. Residents that are concerned about their safety or who witness a crime are encouraged to contact the police department or 9-1-1 for assistance.

Criminal Activity

Residents should not engage in any criminal activity or any actions which threaten the health, safety or right to peaceful enjoyment of the premises by other residents. Residents should not engage in any drug-related criminal activity on or near the property premises, including in the unit. Failure to comply with this rule may result in eviction.

Curfew

Residents should not permit persons under 17 years old to congregate, loiter, sit in parked cars, ride, walk, run, stand, drive, or play in public areas of the property between 10:30 p.m. and 6:00 a.m. Public areas include walkways, drives, playgrounds, and parking lots.

Curfew rules are required by City Ordinance No. 74025. For further clarification of curfew, please contact your Property Management staff and review your community rules.

Disturbances

Residents should not create any noise or sound that annoys or disturbs the quiet and peaceful enjoyment of the premises by any other residents.

Firearms

Residents and their guests are prohibited from using, except in self-defense, any weapon or other object in apartments or on the property premises that may cause harm, fear or damage to other persons. Residents may not possess or carry outside the apartments any handgun, rifle, shotgun, illegal knife or club on the property premises. Handguns and other weapons are prohibited in all SAHA offices.

Glass Containers outside Apartment

Residents will not possess, carry or discard, except in designated trash receptacles, breakable glass containers outside the apartment or in the common areas. This rule applies to the walkways, playgrounds, easements, yards, driveways, parking lots and other areas on the property premises.

Damages to Property

Individuals seen damaging property are subject to arrest and prosecution. Damages to property include: breaking or damaging glass, windows, sashes, blinds, doors, gates or fences; or marring, defacing or injuring any building, structure, fixture, wall, sidewalk, sign, tree, plant, shrub or flower. This rule also applies to tagging.

Playgrounds

SAHA provides playgrounds at some properties for the enjoyment of your family. You are responsible for your children while they are on the playground, and they must be under adult supervision at all times. If you see a hazardous situation, please contact the Property Management staff.



School Attendance

Residents are responsible for making sure their children attend school according to Texas State Law. In addition, school attendance is required for all SAHA school-aged children, as stated in the Community Rules attached to the SAHA Dwelling Lease Agreement.

To encourage students, SAHA rewards their academic achievement through the REACH Awards, which provides incentives to elementary, middle and high school students that achieve Perfect Attendance and the Honor Roll.

Security Alarms

Please seek approval before installing any security devices. SAHA will remove at the owner's expense all security devices, including alarm systems, installed without written approval.

Smoke Detectors/Carbon Monoxide Detectors

Residents are responsible to maintain the provided smoke alarms and carbon monoxide detectors, which should be intact and working at all times.

Residents will:

- Keep working batteries in each smoke detector and carbon monoxide detector installed in the apartment.
- Test the smoke detector and carbon monoxide detectors monthly to check the battery and operating condition.
- Pay to replace missing batteries or equipment.



If you have a problem with the smoke alarm or carbon monoxide detectors, call the Property Office or phone number provided to you by the Property Manager. Property staff will periodically test the smoke alarm and carbon monoxide detectors, and will replace any dead batteries or broken smoke alarm and carbon monoxide detectors at the resident's expense. If a resident, household member or guest damage or disconnect the smoke detector(s) or remove a battery, without immediately replacing it with a working battery the resident may be fined.

Trespassing

Under SAHA's Non-Solicitation Policy, the property premises are for the use and enjoyment of the residents, members of their households, guests and visitors, and other persons who have business on the property. All other persons on the property premises are trespassers subject to prosecution as allowed by law.

Any person found on or wishing to enter any property premises must provide identification and explain the purpose of their visit. Any persons who refuse to provide personal identification or cannot show authority to be on the property premises will receive a "trespass warning," ordering them to leave the property premises or be subject to arrest and prosecution.

Law enforcement or SAHA personnel may remove from the premises any person seen violating any SAHA rule, federal, state or municipal law.

Vulgar or Obscene Language or Behavior

Residents will not engage in vulgar or obscene behavior or language, or make verbal or physical threats toward any resident, SAHA employee, law enforcement personnel or other person on the property premises.

MOVING OUT

Forwarding Address

When you move out, you must provide your new address to your Property Manager for the purpose of refunding the security deposit and/or any correspondence.

Key Return

Residents must return keys to the Property Management office. Do not leave keys in your home or with a neighbor. You are responsible for the home, its contents and appliances, until you return the keys. SAHA will charge you for changing the locks if any keys are not returned at the time of move-out.

Move-Out Notice

Residents are required to provide a 30-day written move-out notice. Residents wishing to give notice must complete a Notice of Intent to Vacate at the Property Management office. If a resident

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fails to give SAHA proper notice, the resident is obligated to pay rent until SAHA learns the apartment is vacant. Residents must give SAHA a full 30-day written move-out notice to receive a refund of the security deposit. You should attempt to be present when a staff member inspects the apartment prior to or at the time of move-out.

Move-Out Unit Condition

Make sure your home is in good condition before you leave. Residents are liable for maintenance or repairs to the apartment beyond reasonable wear. Please address questions or concerns with your Property Manager before you move, as damages to property or equipment will be billed to you.

Remove all of your belongings, furnishings (except those belonging to SAHA), papers, cartons, boxes, bottles and debris from the home. Clean all rooms thoroughly, including walls, cabinets and floors, before you turn in your apartment keys.



If your apartment is not clean after you vacate, SAHA will clean it and deduct the cost of cleaning from your security deposit. If the deposit is not enough to cover the cost of cleaning and/or any other charges, SAHA will bill you for the additional amount. You must pay all amounts due to be eligible for housing assistance from SAHA again. Leaving your home clean will allow SAHA management to provide a more favorable recommendation of you to other inquiring housing agencies or landlords.

Return of Security Deposit

Security deposits will be returned, minus any unpaid rent or other charges, thirty (30) days from the date you turn in keys for your unit to the Property Management office. Any correspondence will be mailed to the forwarding address you provide to SAHA when you move out.

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The following person has been designated to coordinate compliance with the nondiscrimination requirement contained in HUD's regulations implementing Section 504: **Michaëlle Finch, 818 S. Flores, San Antonio, Texas 78204.**

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