



**HOUSING  
OPPORTUNITY  
DEVELOPMENT  
CORPORATION**

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# **TENANT INFORMATION MANUAL**

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Revised 2015

# HOUSING OPPORTUNITY DEVELOPMENT CORPORATION TENANT INFORMATION MANUAL

## IMPORTANT PHONE NUMBERS

### Management

Housing Opportunity Development Corporation  
P.O. Box 480  
2001 Waukegan Rd.  
Techny, IL 60082

Main Office: (847) 564-2900

Marlow Thomas, Property Manager (847) 564-2900  
Hours: 9-6, M-F

Chris Meeks, Housing Counselor (847-564-2900) or [cmeeks@hodc.org](mailto:cmeeks@hodc.org)  
For all maintenance requests

Emergency pager # for evening and weekends: (847) 355-3708 (For *Emergencies Only*)

TTY 711

### Police/Fire

**Emergency Only 911**

### Village Halls

Evanston	847-328-2100
Highland Park	847-432-0800
Glenview	847-724-1700
Skokie	847-673-0500
Arlington Heights	847-368-5000

### Post Offices

Evanston	847-328-6288
Highland Park	847-433-3201
Northbrook	847-272-0174
Skokie	847-676-2232
Arlington Heights	800-275-8777

### Utilities

NICOR (gas)	(630) 983-4040
Commonwealth Edison (electric)	(800) 334-7661
SBC Ameritech (phone)	(800) 257-0902
Media One (cable)	(630) 716-2300
Cipher (cable)	(630) 892-2345
Comcast (cable)	(800) 266-2278

### Other Services

CEDA	(847) 328-5166
North Shore Senior Center	(847) 784-6000

## **Tenant Information**

Welcome home. We are glad that you are living with us. We want to do everything possible to make your home pleasant and comfortable.

The purpose of this Tenant Information Manual, (TIM), is to give you a reference for when you have questions or problems. Remember, if you're not sure what to do, just see TIM.

As your landlord, we have many responsibilities, primarily to provide decent, safe, quality housing. But, as a resident, you also have certain responsibilities. This manual will help to define those responsibilities.

Please take the time to read this manual through since the information will save you time and inconvenience in the future. It may answer many questions that you have from the start. We suggest you keep a copy of this manual handy for future reference. Although you can always call us with questions, it may be easier to consult TIM first.

### **Purpose**

The purpose of these policies is to allow each resident to enjoy his or her apartment and to ensure the safety of residents and the appearance of the community. As a resident in an apartment community, you necessarily assume certain responsibilities that go along with the many benefits of the apartment life style. These are basically common rules of etiquette designed to make the community more enjoyable for all tenants.

### **Who We Are**

Housing Opportunity Development Corporation (HODC) manages this property. We are the only community-based not-for-profit developer of permanent low and moderate-income housing serving the northern suburbs. Our goal is to expand the stock of fair housing that is affordable to low and moderate- income households. Call us to learn more.

### **Your Management Team**

Your professional management team is discrete and efficient. The staff is professionally trained and skilled in their area of responsibility. The entire staff is dedicated to servicing your needs.

### **Office Hours**

Hours of office operation are 9:00 to 5:00 Monday to Friday. These hours have been established to provide service coverage during normal work periods. Please feel free to visit our office or call regarding service requests or to obtain assistance. For the following emergencies during non-office hours, please call the emergency number and our answering service will contact a management representative:

- No heat in the winter
- A plumbing leak or sewer stoppage
- No electricity (contact ComEd first)
- Any condition which might be a fire hazard
- Gas odor (contact Nicor Gas first)

Our employees are concerned with doing the best job possible in serving you. However, they also enjoy spending time with their families. Please consider their time when calling after normal work hours.

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## 1. DRUG-FREE HOUSING

Tenant, any member of the tenant's household, or a guest or other person under the tenant's control shall not engage in criminal activity, including drug-related criminal activity, on or near the building premises. "Drug-related criminal activity" means the illegal manufacture, sale, distribution, use or possession with the intent to manufacture, sell distribute or use of a controlled substance.

Tenant, any member of the tenant's household, or a guest or other person under the tenant's control shall not engage in any act intended to facilitate criminal activity, including drug-related criminal activity on or near development premises.

Tenant or any member of the tenant's household will not permit the dwelling unit to be used for, or to facilitate, criminal activity, including drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest.

Tenant or any member of the tenant's household will not engage in the manufacture, sale or distribution of illegal drugs at any location, whether on or near the building premises or otherwise. Tenant, any member of the tenant's household, or a guest or other person under the tenant's control shall not engage in acts of violence or threats or violence, including but not limited to, the unlawful discharge of firearms, on or near building premises.

Violation of any of the above provisions shall be a material violation of the lease and good cause for termination of tenancy.

## 2. CONDUCT

Please refrain from using profane or equally offensive language in public areas.

Climbing or playing on balconies, stairs, roofs and trees is unsafe and forbidden.

Defacing, marring or damaging the community property will not be tolerated and the responsible party will be held liable for all costs to restore the property to its prior condition.

Walkways, sidewalks, stairways and halls are to be used for its intended use. You may not use any tricycles, bicycles, four-wheel vehicles, roller skates, roller blades or any other such toy or vehicle in any area of the community. Additionally, for your safety, bicycle riding is not permitted in parking areas.

Contact sports such as football, soccer, and baseball should not be played in any of the common areas of the community for safety reasons.

In order to maintain a sanitary environment, all garbage is to be disposed of in the appropriate manner. **(Place trash in the provided garbage dispensers)**. Failure to dispose of trash appropriately may result in a \$25 disposal fee.

All posted signs and warnings must be adhered to at all times.

Musical instruments, radios, stereos, television sets, etc. must be turned to a low volume or to a volume so as not to disturb your neighbors.

In order to remain respectful of your neighbors, please refrain from slamming apartment doors.

Fire and emergency exits should only be used in the event of an emergency. These exits are not to be used for daily traffic or for short cuts.

No one, including household members and/or guests or visitors, may loiter around the buildings or in the common areas, which include hallways, lobbies, stairwells, decks and porches.

Lease violations will be issued for material breaches of your lease and inappropriate conduct. **NOTE: Any resident who receives three (3) lease violations during a 12 month lease term will be ineligible for renewal.**

### **3. GUESTS**

You are responsible for the actions of your household members and guests. Any damage caused by a guest must be paid within thirty (30) days of receipt of a bill from the management office. This includes, but is not limited to, any and all interior and exterior damage, plumbing stoppages, carpet damages and appliance repairs.

A guest must be accompanied by a resident when using the common areas of the complex. This includes, but is not limited to, the laundry facilities and parking facilities.

Guests may not remain for more than fourteen (14) days without the written permission of the management office. In no case shall a guest remain for more than thirty (30) days. If you would like to add someone to your lease, the additional person must fill out an application for occupancy. It will be at the discretion of management to allow additional persons on the lease, if they do not meet the owner's screening criteria or we are unable to accommodate due to space.

### **4. SECURITY DEPOSIT**

Resident is required to deposit with Owner a security deposit in the amount shown in the Lease Summary to secure performance of every agreement and covenant of Resident in this Lease. Owner may apply the deposit toward reimbursement for any costs incurred by Owner due to Resident's violation of this Lease, including nonpayment of rent.

Within thirty (30) days after Resident vacates the Unit, Owner shall return to Resident his/her security deposit with interest as may be required by law, less any deductions Owner is entitled to make. However, deductions for repairs shall be made only for those needed repairs for which there is a receipt or other written evidence of the costs. Note: buildings with less than 24 units are not required to pay interest on security deposits and we do not.

## **5. RENT PAYMENTS/LATE PAYMENTS/RETURNED CHECKS**

Rent is due on the (1<sup>st</sup>) day of the month. Checks, certified checks, and/or money orders should be made payable to Housing Opportunity Development Corp (HODC). Mail or bring your payments to the main office:

P.O. Box 480, 2001 Waukegan Rd., Techny, IL 60082

If rent is not received by the fifth (5<sup>th</sup>) day of the month, you will be charged a late fee according to the terms of your lease.

Partial rent payments (including late fees) will not be accepted without the permission of supervisory personnel.

If your rent check is returned by your bank, you will be charged a \$25.00 returned check fee. You must repay the check that was returned with a money order or cashier's check (the late fee and \$25.00 returned check fee must be included in the amount paid). Partial payments will not be accepted without the permission of supervisory personnel.

If two rent checks are returned by your bank due to non-sufficient funds (NSF), you will no longer be allowed to pay your rent with a standard, personal check. You must then pay with a cashier's check or money order.

## **6. WORK ORDERS**

As a resident, you are entitled to prompt and efficient service. Please notify us promptly of any repairs you need for equipment or fixtures. During office hours, you may request service by calling the management company at 847-564-2900. Please explain your problem as clearly and completely as you can. We need to understand your request in order to give you the best possible service. Our goal is to satisfy your request within 48 hours. If you do not hear from us in 2 days, call again so that we can follow up on the reason for the delay.

All requests are handled through the management office, so please do not ask maintenance staff to satisfy individual requests.

## **7. INSPECTIONS**

Management will conduct inspections of all apartments at least annually to determine if any unreported repairs are needed and to review the overall housekeeping condition of your unit.

You are required by your lease to keep the apartment in good condition. If it is determined that you are not keeping your unit clean, more frequent inspections may be required or your lease may be terminated.

## **8. CARE OF THE COMPLEX**

Personal signs, advertisements or notices may not be affixed to any part of the building, either inside or outside. No article may be suspended by any manner outside of the buildings, placed on the windowsills, or draped over the handrails or guardrails.

No tinfoil, antennas, private radio aerials, screens, bars, or other products are to be placed on or attached to the windows of your apartment.

If you wish to install an air conditioning unit, you must obtain approval from the management office. A maintenance staff member must install the a/c unit or you will be charged.

No clothing or other articles may be hung, draped or otherwise fastened to the windows, rails, balconies, stairways or any other common areas in the complex.

Painting, writing or otherwise defacing or marring the buildings and grounds is prohibited and the responsible party will be held liable for all removal costs.

You may not place or leave any item in, around or upon any common area of the building or in front of your apartment. This includes, but is not limited to, furniture, potted plants, boxes or trash bags.

You may not touch or use fire alarm boxes, sprinklers, etc. except in case of emergency.

No solicitors or unauthorized persons are permitted in the community. If you are contacted by a solicitor or suspect that an unauthorized person is in the community, please contact the management office immediately. If you feel a situation is dangerous or life threatening, call 911 before you call the management office.

No cooking, baking or similar activity is permitted outside the kitchen area.

No unsightly or unsanitary practice which could undermine the sanitation, health or appearance of the building interior or exterior shall be permitted.

## **9. TRASH**

Residents are expected to keep the areas around the trash receptacles clean and free of litter. Failure to dispose of trash appropriately may result in a \$25 disposal fee.

A securely fastened plastic bag or trash can liner must be used to carry trash to the trash receptacle to prevent waste dripping on carpeting or concrete.

All cartons or boxes must be flattened or torn apart into smaller pieces before being placed in the trash receptacles. The resident must remove items too large to fit into the trash receptacles.

Residents are expected to maintain the garbage chute area clean and not dispose items too large into the chute. All large items must be disposed in the container in the rear of the building.



## **10. CARE OF YOUR APARTMENT**

Keep your apartment and any other such areas assigned for your exclusive use in a decent, clean, sanitary and safe condition, and the inside of your apartment maintained according to acceptable housekeeping standards.

Use all appliances according to their directions. If you have questions or concerns regarding the operation or use of an appliance, call the management office immediately.

Appliance, plumbing fixtures, heating and electrical systems must be used only for the purpose and in the manner in which they were designed.

You may not install or keep heaters in your apartment. Residents may not install air conditioners in their apartments without written permission from the management office. A maintenance staff member must install any air conditioner.

Do not use abrasive cleaning agents such as scouring powder on paint, enameled woodwork, tubs, sinks, walls or appliances.

The smoke detector in your apartment has a battery back-up in the event of a power failure. The smoke detector will beep when the batteries have ceased functioning. It is your responsibility to call and place a work order if the unit is beeping or does not seem to be functioning properly. Maintenance will repair or replace the battery. If you have any questions or concerns regarding the smoke detector, please contact the management office immediately.

With the provision of reasonable notice, a designated representative of the managing agent may enter and inspect the premises for the following reasons:

- Making necessary or agreed upon repairs;
- Inspecting for compliance with the terms of this lease;
- Showing the premises to prospective lenders, purchasers, residents, contractors, repair workers, or representatives with the program;
- Performing contracted pest control services;
- Conducting annual and any other inspections.

Forty-eight (48) hours shall be considered reasonable notice for the purpose of entry and inspection. In addition, we may enter the premises without notice if necessary in an emergency.

Water-filled furniture, washers and dryers are not allowed in the unit unless approved by Management. Only certain buildings are set up for this.

You are responsible for calling in a work order for changing and replacing light bulbs burned out in your apartment.

Management must be notified immediately when any item in your apartment requires repair or is damaged in any way. Please note that residents will be held responsible for all fixture overflows, whether accidental or otherwise.

**You are absolutely prohibited from:**

- Painting or having your apartment painted by anyone other than painters authorized by the management office;
- Installing tile, wallpaper, contact paper, murals, decals, stucco, wall or ceiling decorations or markings of any kind;
- Affixing, with glue or any other substance, tile, linoleum, or any other material to the floor;
- Hanging unauthorized drapes, venetian blinds, vertical shades, etc. on windows or walls;
- Tinting your windows.

The maintenance staff employees are not permitted to complete work of a private nature for residents.

Neither the owner nor their agent is responsible or liable for any damage that may occur to your personal property. If there is a fire, earthquake, flood, water damage or theft in your apartment or if you suffer damage from an adjacent apartment, neither the owner nor their agent will be responsible for your dollar losses.

## **11. Insurance**

We recommend that you contact an insurance agent about renter's insurance, household goods and liability insurance or other similar insurance to cover your belongings against vandalism, fire, burglary, etc. In the event of loss of damage by fire or other casualty to your apartment due to your own or your guest's fault, you will be charged and billed for restoration of loss or damaged premises. Our insurance does not cover your personal belongings.

## **12. PETS**

If pets are allowed in your building, it is only with the express, written consent of the owner. Pets are restricted by size/weight and type. Only standard household pets are allowed. Please refer to the HODC Pet Policy for further information.

A person with a disability, or an elderly person, may keep a companion or service animal that is needed as a reasonable accommodation. Such pets are subject only to reasonable health and safety rules. Service animals are not considered pets. Please contact the manager if you want to ask about an accommodation or have any questions regarding this policy.

## **13. LOCKS**

Lock changes without the consent of management is a violation of your lease agreement. Locks may not be changed or added to a door without the consent of management.

Duplicate keys to any new or added lock must be provided to management, if and when such consent is provided.

No locks, chains, peep holes or other additions may be added without the consent of management and in accordance with local building codes.

Any locks, chains, peep holes or other additions become the property of the community and may not be removed upon vacating the unit. If any lock, chain, peephole or other addition is removed upon vacating, any and all damages resulting from the removal will be charged against the security deposit.

Management is not responsible for money, jewelry or for damage, loss or theft of personal property and motor vehicles located on the premises. You should keep your apartment door closed and locked at all times. You should keep your motor vehicle doors closed and locked at all times.

If a key is lost, a replacement fee will be charged at prices stated below:

**Front and Back Door Key Card - \$50.00**

**Mailbox Key - \$10.00**

**Apartment Door Key - \$50.00**

**Laundry Room Key - \$15.00**

All keys, including house keys and mailbox keys, must be returned to the management office upon vacating. If keys are not returned, the above replacement fees apply.

## **14. LOCKOUTS**

Management will not provide entry into a locked residence for any household members except the leaseholders and/or those household members who are identified in writing by the leaseholders as authorized for access. Management requests that leaseholders exercise care in designating household members for access, particularly if the individuals are underage and should not be in the unit alone

If a lockout occurs after normal business hours, on Saturday, Sunday or a Holiday, a fee of \$50.00 will be charged.

## **15. PARKING – \*WHERE APPLICABLE**

Parking is permitted only in assigned parking spaces when on-site parking is provided. Please park in designated area only. Park in a manner that allow other cars easy access in and out.

Street parking is available for you and your guests.

Cars that are parked in restricted areas will be towed at the owner's expense.

## **16. MOTOR VEHICLE MAINTENANCE**

Automobiles may not be worked on, taken apart or repaired on the property.

Autos may not be washed on the property and water from the building may not be used.

Gasoline or other flammable liquids may not be stored anywhere in the community.

## **17. LAUNDRY FACILITIES**

Laundry facilities are for residents' use only for residents' belongings only.

Clothes must be promptly removed from washers and dryers when cycled is completed.

Rugs, bedspreads and other heavy articles may not be placed in the washers as it may cause damage to the machines.

Any malfunctions with the machines must be reported to the management office.

Folding of laundry should be limited to the laundry area only and no other common areas of the building.

## **18. STORAGE**

Some of our buildings have additional storage space available. If a storage area is available, you will be assigned a specific space at move-in. This is to be used for items that do not fit in your apartment or that you do not need. Please use only the space assigned to you. Do not store any perishable or hazardous items.

## **19. MOVE OUT**

Upon moving out, before your security deposit is returned, management will inspect your apartment to be sure it is left clean and in good repair. Your unit should be left undamaged, beyond normal wear and tear. You will be charged for any damages beyond normal wear and tear. Please note: If you move out of your unit without giving the management office a 30 day written notice of your intent to vacate, you will forfeit your security deposit. It will not be returned.

## **20. Community Room-\*where applicable**

Some buildings have a Community Room located on the ground floor. Residents may ask to reserve this room for personal use.

1. Use of the Community Room is coordinated through HODC staff. Reservation of the Community Room must be made 15 days in advance of event.
2. A deposit of \$50 is required at time of reservation. The deposit will be refunded if the room is left clean and in its original condition.
3. The capacity of the room is not to exceed 25 persons.
4. The room must be left as found (tables and chairs returned to original location).

5. All “spills” (coffee, pop, etc.) must be cleaned thoroughly.
6. All problems must be reported immediately to property manager.

Types of Permitted Uses

- Birthday Parties
- Hobby Groups
- Social Groups
- Card/Game Playing
- General Skills Classes
- Living Skills Workshops
- Family Gatherings

NOT Permitted

- Political Campaigning
- Unlawful Activity
- Discriminatory/Exclusionary Behavior
- Gambling or Profiteering
- Possession of alcohol/drugs
- Using offensive language or behavior
- Disrupting Activities and deliberately upsetting others

Damages/Fines

The resident applying for the use will be held accountable for damages resulting from the use of the room.

Decorations/Supplies

Decoration of the community room shall be kept to a minimum. Tacks, nails glue, or tape shall not be used on the walls, furnishings, or equipment.

Personal Property

HODC shall not assume responsibility for any personal property left after the use of the room.

\*Remote Control

Tenant agrees to sign out for the use of the remote control for the television and/or cable television

If the remote control is lost during the time the tenant has sign out the tenant will be responsible for paying \$20.00 for the remote control replacement.

Hours of Availability

The community room will be available for reservation by residents during the following hours:  
Monday – Sunday 9:00 AM to 10:00PM

**21. Changes**

Management may, with thirty (30) days notice to resident, make changes and/or additions to the aforementioned house rules.