



RESIDENT HANDBOOK

RuralEdge Property Management

1222 Main Street

St. Johnsbury, VT 05819

(802)-535-3555 or 1-(800)-234-0560

TTY 1-(800)253-0191

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Welcome!

RuralEdge is pleased that you have chosen one of our communities as your home. This handbook is designed to provide you with information that you may find useful as a resident. It was assembled to help you get the most satisfaction from your apartment, and to help you understand what is expected of both management and residents. It will answer some of the many questions you may have about the building, your apartment, the facilities, and services we provide.

We urge you to read through this handbook when you receive it and keep it in a handy place for quick reference. If you can't find the answer to your question in this handbook, or if you have any comments or suggestions, please contact RuralEdge. Communication and cooperation between residents and management will help make your home a more pleasant and attractive place to live.

About RuralEdge:

Since its first affordable housing project in 1986, RuralEdge has created sustainable housing throughout the Northeast Kingdom for families, seniors, disabled individuals, and all who seek a place to call home. From new construction of multi-family properties or senior housing, to acquisition and rehabilitation of needed affordable family housing, RuralEdge has successfully contributed to the addition of over 700 housing units in our three counties in the Northeast Kingdom! RuralEdge continues to expand each year and provide affordable housing across the Northeast Kingdom consistent with the affordable housing needs of the NEK's various communities. We also have commercial spaces in our portfolio that house such uses as professional offices, restaurants, hair salons and retail anchors. RuralEdge rents to other social service organizations for their program specific use and the housing of their clients. We believe that everyone deserves safe, affordable, sanitary housing.

RuralEdge takes pride in being a professional management organization and employs knowledgeable and dedicated people to ensure that our residents are provided the best possible services and that the facilities are maintained to the highest standards. Our Property Management team consists of five property managers, two maintenance teams, a "Turnover Team" for turning over vacant units, and a Compliance Team.

Our property management staff gets to know tenants personally and, with 24-hour emergency on-call service, we are always available if an emergency arises.

RuralEdge's main office is located in St. Johnsbury with satellite offices in Barton. Our normal business hours are 8:00 AM to 4:30 PM, Monday through Friday. We do not accept walk-ins but will gladly meet with you in person by appointment. For your convenience, there are drop boxes outside of our offices in St. Johnsbury, Barton, and outside the main building at Lakebridge Family Housing complex in Newport to drop off paperwork or rent checks.

Contact for RuralEdge Property Management:

Mailing Address:

**1222 Main Street
St. Johnsbury, VT 05819**

Office Addresses are:

**1222 Main Street
St. Johnsbury, VT 05819**

**16 Church Street
Barton, VT 05822**

Main Phone Line:

802-535-3555 or TTY 800-253-0191

Work Order Procedure:

You MUST call in all maintenance requests! If you see a staff member and report it to them, they cannot assist you until it is given to them in a written work order by the Main Office. During business hours, you will either speak to someone from RuralEdge to assist you or will need to leave us a voicemail and we will call back.

After hours, you can call the main office at (802) 535-3555 and your call will be transferred to our afterhours answering service. If they determine that your call is an emergency, they will reach RuralEdge on-call staff no matter the day or time to let them know the specifics of your situation and there will be follow-up.

All tenants will receive a separate form containing your Property Manager's direct phone number, how to reach Compliance Staff and any other important contact information.

If at any time you experience an emergency, please dial 911.

Your Community:

Each property that RuralEdge manages is unique. There is a separate site-specific addendum attached to each Resident Handbook, including your Property Manager contact information, address, details about on-site laundry, community rooms and other amenities that exist at the property you will be moving into. All rules in this handbook are to be followed, as well as the specific rules in the property addendum. Once you have received a copy, we require that you sign and date the form on the last page stating you and each household member over 18 have read, understand, and agree to comply with the terms outlined in the handbook.

Your Lease with RuralEdge:

The Lease Agreement you signed with RuralEdge is a legal contract obligating both parties to certain terms and conditions. RuralEdge has an obligation to provide you with decent, safe, and sanitary housing. You, in return, have an obligation to pay your rent, maintain your apartment in good condition and respect the rules and regulations that have been established for the property, as well as respect the rights of your neighbors to a peaceful home. Please read your Lease Agreement carefully and ask questions about anything you do not understand.

Rent Payments:

Your rent is due and payable on or before the first day of each month. Payment should be made with a personal check, a certified bank check, EFT, or a money order made payable to the property at which you reside to ensure that your check is properly credited to your account. *Please be sure to note your apartment number and your name on your check.* Please mail your rent, by the first of the month to our Main Office address:

RuralEdge
1222 Main Street
St. Johnsbury, VT 05819

We do not accept cash, debit or credit cards, or PayPal.

There are also drop boxes located at: 1222 Main Street, St. Johnsbury; 16 Church Street, Barton; and 26 Compass Drive, Newport if you prefer to drop your rent off. Some properties have a drop box located on-site as well.

If you cannot pay your rent or it will be late, please contact your Property Manager before the rental due date.

If we are not notified, there may be late charges assessed if rental payments are not paid by the 8th of the month. If your check is returned for non-sufficient funds (bounced checks), there will be a \$10.00 fee for each time this occurs in addition to any charges your bank may charge.

Rules and Regulations of Occupancy:

Use of Your Apartment:

- a) Only those persons named on the Lease Agreement or RD Form-1944-8, HUD Form-50059, (if applicable), may reside at the apartment.
- b) You are permitted to have guests; however, ***if the visitor will be staying more than seven (7) days, you are required to notify the owner for permission. The length of their stay cannot exceed 14 days and/or nights in a 45-day period.***
- c) Your apartment cannot be used as a location for a business.
- d) The apartment cannot be sublet.

- e) You cannot use or permit unlawful activities in the unit, in the common areas, or on the project grounds.
- f) You cannot make or permit noises or acts that will unreasonably disturb the rights and/or quiet enjoyment of other residents.

Moving Hours:

To respect the quiet enjoyment of all residents, you are allowed to move at any time between the hours of 8:00 AM and 8:00 PM. Moving at any other time is prohibited.

Keys and Locks:

Each household is provided with two keys to their apartment. Properties with on-site mail service will be provided with one mailbox key per household. *Do not change the lock or add an additional lock to your apartment.* Management must have a key to all apartments to enter apartments in the event of any emergency. Contact management if you need duplicate keys. A small fee will be charged for duplicate keys. For security purposes, keys should not be given out to anyone who does not need one.

All keys must be returned to RuralEdge when you vacate the apartment. You will be charged to replace or rekey the lock(s) if keys are not returned. Please be careful to keep your keys with you when you leave your apartment. If you are locked out of your apartment, there will be a minimum charge of \$50.00 during non-business hours for a RuralEdge employee to open your apartment for you.

Security Measures:

- Please be sure to keep your apartment door locked at all times to ensure that uninvited persons cannot gain access. The best security is provided by the individual concern of each resident.
- Do not let someone follow you into the building unless you know the individual and have invited them to visit.
- Do not let anyone into the building that is not your personal guest.
- Report “suspicious” persons or activities to the police.

Renter’s Insurance:

- RuralEdge’s insurance does not cover the personal property or belongings of our residents or your guests. In addition, RuralEdge assumes no liability for actions committed by you or your guests.
- It is highly recommended that all tenants purchase Renter’s Insurance. This must be paid by the tenant; however, the premium cost is usually a small amount each month and would cover your personal belongings in most cases of damage. Each policy is

unique and should be reviewed carefully before signing. If you need assistance with setting up Renter's Insurance, please contact your Property Manager.

Security Deposit:

Your security deposit is not rent, but rather a deposit to ensure the fulfillment of lease conditions and as a contingency against any damages to the apartment. The security deposit shall not be applied to your last month's rent. The security deposit is held by RuralEdge in a separate, interest-bearing account. When you leave your apartment, the security deposit will be refunded to you with interest in accordance with Vermont State Law, *provided that all terms and conditions of the Lease Agreement have been followed* and that you:

- Have left the apartment clean.
- Have not caused any damages (beyond normal wear and tear) to the apartment or building.
- Have returned all keys issued to you (as well as duplicates)
- Have furnished RuralEdge with your forwarding address.
- Do not owe any unpaid rent or damage claims; and
- Have given the proper thirty (30) day written notice of your intention to vacate the apartment consistent with all other terms of your lease.

If a portion of your security deposit is withheld to pay for unpaid rent, resident damage, or failure to give proper written notice, you will receive an explanation and itemization of charges within 14 days from the date you have vacated your apartment. If the security deposit is not enough to cover unpaid rent and charges, you will be responsible for paying the excess charge(s). If left unpaid, the balance will be sent for collection and will be reported on your credit report.

Lease Renewal and Recertification of Income:

All RuralEdge Properties have an initial lease term of one year. After the first year, the lease is renewed automatically, becoming month-to-month with the same terms and conditions. After the first-year lease is complete, you can provide a 30-day written notice at any time you decide to move.

Annually, RuralEdge tenants that reside in a unit where your rent is based on 30% of your income, must undergo a recertification process. You will be notified in writing when it is time to recertify. Information about your income and family composition will be requested. This notice will give you specific dates that we need to follow to complete the process. In preparation for this process, make sure you save your income statements such as, pay stubs or benefits letter, asset statements such as six months of full bank statements and retirement fund information and receipts for allowable medical or childcare expenses (if you are eligible).

Recertification paperwork is a requirement of your lease, and you must complete this packet annually within the timeline provided by RuralEdge. If you need assistance, RuralEdge employees are available to assist you.

Based on the completed recertification, there may be a change in your contribution to your rent amount, and you will receive a lease addendum to reflect the change. *If your recertification is late, you may be responsible for paying the contract (market rate) rent amount for the months it is not received.* If you do not comply with completing this paperwork, we must proceed with the eviction process, as stated in your lease. The funding allows RuralEdge to provide units with rent based on your income. This process is required by the US Department of Housing and Urban Development (HUD), United State Department of Agriculture Rural Development (USDA-RD), the Low-Income Housing Tax Credits Program (LIHTC), the Vermont Housing and Conservation Board (VHCB) and other programs that fund affordable rental housing.

This does not include market units or units with tax credit funding alone. For the Market and Tax Credit Units, there will be an annual self-certification packet sent to tenants. Refer to the property list at the end of this handbook for a reference on the restrictions associated with each property.

Interim Recertifications:

If at any time during the year your income, assets, medical expenses change, you must contact RuralEdge as soon as possible. This does not include market or tax credit units – for these units, your rent will not change unless you receive a rent increase letter. The change(s) will be verified by our Compliance Department. You will be notified of any increase or decrease to your rental amount, and your Lease will be amended to reflect this change. *If you do not advise RuralEdge of these changes (primarily increases), regulations may require that you lose your rental subsidy. You may also be required to make restitution and agree to repay any amount of rental assistance, which you were not entitled to receive.*

This does not include market or tax credit units – for these units, your rent will not change unless you receive a rent increase letter and does not fluctuate based on income.

Adding or Removing Household Members:

If you are adding or taking a household member off your lease, you must notify us as soon as possible so we can properly screen all adults being added to the household and have on record all household members. You may not move anyone into a unit without written permission from RuralEdge. *If not followed, this may place your tenancy at risk and eviction proceedings to begin if anyone stays in your unit longer than the guest policy allows.*

All RuralEdge tenants must report any household changes in size, whether applying to add a new member or a member moving out of the unit.

Disturbances:

Quiet Hours are between 10pm and 6am at our properties, which includes outdoor areas, common areas, and in your apartment. Stereos, radios, and televisions are to be kept at a minimum level so that others are not disturbed. Residents are responsible for the behavior of all household members and their guests.

Common Areas, Community Rooms, and Community Buildings:

Common areas include, but are not limited to, hallways, entrances, mailbox areas, stairwells, elevators, community rooms, laundry rooms, and yards or any area that is open to all tenants. Please do not store personal belongings in these areas for your safety as well as the safety of your neighbors.

The common areas should be clear of bicycles, strollers, toys, wagons, furniture, garbage cans, or any other items.

Residents are expected to wear appropriate attire in all common areas of our buildings and grounds. Consumption of alcoholic beverages is not permitted in common areas or on the grounds.

Parking:

Residents and guests are solely responsible for their vehicles. RuralEdge cannot assume responsibility for any damage or theft of any vehicle while parked on any of our properties. Guests are not allowed to park in resident parking spaces.

- Motor vehicles permitted to park at the property include the following: automobiles, motorcycles, mopeds, pickup trucks, and non-commercial passenger vans. All other vehicles are prohibited. Large trucks, trailers, buses, and recreational vehicles may not be parked in any parking lot.
- Off road vehicles including, but not limited to, 3 and 4 wheelers, snowmobiles, dirt bikes, and all other vehicles not permitted statewide to operate on the public roads and highways, are not allowed on the property. If these vehicles are permitted on roads and highways locally, you may request permission from your Property Manager to park these types of vehicles on our properties.
- No vehicles may be washed or repaired on RuralEdge grounds or in designated parking areas. The owner of any vehicle which leaks oil, transmission fluid, or gasoline, will be responsible for cleanup and repair expenses.
- It is your responsibility to move your vehicle for snow plowing. Refer to your property's snow removal policy for more information.

- Any uninspected and/or unregistered vehicles at the property will be towed at the owner's expense.
- Any vehicle parked outside of designated parking areas will be subject to towing at the owner's expense.

Utilities:

The property is responsible for heating and hot water costs. Please conserve whenever possible. There is a thermostat in most units and in common areas or community rooms. The thermostats are set to not go above 73 degrees. Please do not open windows when the heat is on. Tenants will receive a warning letter or a lease violation each day a window is open during the heating season. This could lead to an eviction if the letters are not acknowledged, and staff continue to see the window left open.

Electric Bills are to be switched over to the tenant's name at some of our properties. This must be done shortly after the signing of the lease. Failure to switch the electricity under the tenant's name is a violation of your lease and could cause all of the charges to be owed for the timeframe a tenant resided there with the electricity under Rural Edge. If your property does not provide electricity for the units, your property manager will let you know once you are scheduled to move in.

Each apartment is telephone, cable TV, and internet ready. The cost for installation and hook up of each and monthly charges are the Resident's responsibility. Please contact your property manager for the cable provider for your property. No satellite dishes are allowed at the property unless approved by RuralEdge.

Move In Inspection:

When you move into your apartment, a management representative will inspect your apartment with you to establish the condition of the apartment when you move in. At this time, a Move-In Inspection Report will be completed by the management representative and signed by you. This will aid in avoiding misunderstandings when you vacate the apartment and ensure that you will not be held responsible for pre-existing conditions. Within the first week of moving in, it is suggested that you document any other pre-existing conditions that you might have missed when moving in and send the documentation to RuralEdge.

Moving Out:

You must contact RuralEdge to let them know you are moving. You must submit a 30-day written notice along with setting up a time to do a move out inspection. **If you do not provide a 30-day written notice you will not be refunded your security deposit.**

Inspection Reports:

RuralEdge conducts inspections at least annually to ensure that the units are being properly maintained and to check for repairs that need to be made. Occasionally, additional inspections of the units, appliances or emergency equipment are required. You will be given at least 48 hours written notice of any inspection, except in any case of emergency.

Safety Measures:

We ask that you follow these fire safety suggestions:

- Your apartment has hard-wired electric smoke and carbon monoxide detectors in every major living area. This detector will not call the fire department. *If you have burned toast or something on the stove, air out your apartment by opening one or more windows or your door.*
- **Tampering with or removing the smoke and carbon monoxide detectors is a serious fire code violation and can lead to eviction.**
- If possible, please notify RuralEdge if you are to be away from your apartment for any extended period of time.
- Live Christmas trees are often the cause of house fires. Therefore, live Christmas trees and wreaths are not allowed at any RuralEdge property.
- Do not store flammable liquids in your apartment and do not dispose of these liquids in trash containers. Contact RuralEdge or your local municipality for proper disposal. Storage of kerosene, gasoline, propane, and other flammables is prohibited.
- Empty waste and trash containers regularly.
- Dispose of newspapers and magazines regularly.
- Clean grease and spilled food from cooking range and oven. Store cooking grease containers away from the range.
- Keep curtains, towels, potholders, etc., away from cooking range top. Never wear flimsy, loose clothing or plastic aprons when cooking. Never use combustible cleaning products or solvents indoors.
- Avoid overloading electrical outlets.
- Fire Department and Police Department phone numbers should be kept near the telephone.
- Do not use extension cords. Extension cords outside the building to cars or for other uses are not allowed.
- Electric space heaters are prohibited.
- The use of candles or any open flame is prohibited. This includes outdoor fire pits.

Damages:

Should you or your guests damage your apartment or any common area of the property, it will be your responsibility to pay all charges incurred within 30 days upon receipt of a written bill.

General Care of your Apartment:

To avoid charges for damages, please follow the guidelines below:

- Do not paint your walls, apply wallpaper, or contact paper.
- Pictures and mirrors should be hung with small nails or picture hangers.
- Do not attach latches, locks, tacks, nails or screw fixtures to the doors or woodwork.
- Nails, screws, etc. are not to be used on any door or window frame surface.
- Ceiling hooks (for plants) and ceiling fans are not permitted without prior written permission from RuralEdge.
- Do not apply decals, bumper stickers, etc. to doors, walls, bathtub, refrigerator, or other surfaces.
- Please use shelving paper without an adhesive backing on each shelf in your kitchen cabinets. This will prolong the life of the cabinet.
- Do not pour grease or food down any drains in your home including sinks, tubs or toilets.
- Pour excess hot water from a tea kettle down the sink once per week to clear out any grease that may build up over time.
- Blinds and screens have been installed for each window in the apartment. The cost of replacement blinds and screens due to damage caused by household members or animals will be charged to the Resident.
- Only use appropriate window coverings and treatments. (Do not use sheets, blankets, flags, aluminum foil, plastic, etc. as they are not acceptable window coverings).
- No signs, advertisements, or notices should be exhibited by a Resident on any part of the outside or inside of the building without written consent of management. No radio, TV aerials, or satellite dishes may be erected on any part of the property.
- **Appliances:** Each apartment is equipped with a refrigerator and stove/oven. *No additional appliances such as freezers, washers, or dryers are permitted without prior written authorization from the Property Manager.* You may not replace, change, move, or repair any supplied appliance. If you believe something needs repair, please call the management office, and place a work order for assistance.
- Do not store paper or plastic items in your oven! This can cause a fire in your home.
- **Air Conditioning:** Air conditioning season runs from May 15th to October 15th. Air conditioners are not allowed outside of those months. RuralEdge requires that one of our Maintenance Technicians inspect all window conditioners for proper installation. Our Maintenance Technicians can also install and remove your air conditioner for the

fee of \$30.00. You will be invoiced for this service. Do not leave your air conditioner in the window past October 15th. Failure to remove it will result in its removal by maintenance and a \$30.00 removal fee.

- **Fire Extinguishers:** A small fire extinguisher is mounted to the wall in your kitchen area. This fire extinguisher should only be used in case of preventing a small fire from getting out of hand. For your safety, as well as other tenants, the fire department should be called immediately in the event of a fire, regardless of the size of the fire emergency.
- **Light Bulbs:** The light fixtures in your apartment, refrigerator and oven use energy efficient light bulbs. In the event a light bulb fails to light, report to management. Maintenance staff will replace all the bulbs.
- **Waterbeds:** Waterbeds are not allowed. Installation of a waterbed is considered a lease violation and grounds for eviction.

Grills:

Grills need to always be at least 10 feet from the building, regardless of whether it is lit or not. Never store propane cylinders in the building.

Heat/Thermostats:

Heating is provided during the winter months as a part of your lease. There are thermostats in most units and common areas. These thermostats are set to not go over 73 degrees. Do not open windows during the heating season. Should there be a pipe burst due to a resident's noncompliance with keeping windows closed, *the Resident will be held responsible for the cost of repairs.*

Your apartment is equipped with all the necessary heating units to provide adequate heat. Because of the potential fire hazards, ***kerosene heaters, gas heaters or electric space heaters are not permitted under any circumstances.*** If you have a heating problem, contact RuralEdge immediately. It is important that tenants let us know of any heating issues as soon as they are aware because, if it is left unattended to, it could lead to a serious issue.

Smoke Detectors:

Your unit is equipped with the required amount of smoke detectors by the State of Vermont. These alarms are tested annually by management as well as during each State inspection. *Removal of a smoke alarm is a violation of the lease and local fire code.* A resident can be cited by the Fire Marshall and will receive a lease violation. Do not put yourself or others in the building a risk. Always call the office if you feel there is an issue with the alarms in your unit. If your smoke alarm is beeping, it is considered an emergency because it is not properly working so please call the office or during after hours, the emergency on call service to come check it and change the batteries and to make sure it is working properly.

Pest Control:

If you have a specific problem with pests, please notify RuralEdge. A quick response to any pest infestation will help limit the spread of this problem. Please do not use over the counter pesticides in your apartment. Infestations of bed bugs can occur in apartment buildings and must be professionally treated immediately. To properly monitor any pest activity RuralEdge stresses the importance of having a bed frame for your mattress. Also, residents should avoid picking up second-hand mattresses and furniture, which are the most common source of bed bugs. *If you think you may have bed bugs, please call the office immediately.*

If the unit has an infestation, and you are given specific instructions on how to prepare for treatment by an exterminator, and they notify Rural Edge staff that the unit did not properly follow the steps to prepare for the treatment, causing the pests to not be removed, there may be charges that the tenant will be responsible for. These treatments are very costly, and it is the tenant's responsibility to properly follow the instructions to take steps in preparation for the treatment. This will allow the exterminators to only need to treat the unit one time to get rid of all the pests so if they need to come back multiple times, it becomes a tenant caused issue since they are not properly preparing the unit for the initial treatment.

Wildlife:

The Vermont Fish and Game Department recommends that wildlife not be fed. RuralEdge does not allow bird feeders to be installed on the property or on the building. Please do not feed any stray animals.

Housekeeping Expectations:

It is the expectation and part of your lease agreement, that you will keep your apartment clean and sanitary at all times. Here are some tips on how to clean certain items:

Carpet Spot Removal: Beverage and food spots can be removed from carpets by using cold water and Ivory soap. Stains from other sources should be attended to promptly. You can contact RuralEdge for advice on removing these stains.

Counter Tops: Your counter tops will clean easily with a liquid or spray cleaner if you clean them regularly. Please do not use scouring powder, any abrasive cleanser, or steel wool scrubber to clean them. Please do not set hot items from your oven or stove directly onto the countertop or cut anything directly on the counter; use a cutting board.

Floor Care: Care and maintenance of carpet is your responsibility. The carpet should be vacuumed regularly to help preserve the quality. Vinyl flooring should be vacuumed and washed frequently to help preserve the quality. Please do not use abrasive cleansers such as bleach or ammonia on the vinyl floors. A mild detergent/cleaner will work fine and will not scratch the surface. Follow directions on the label for no-wax floor care.

Kitchen Cabinets: Please do not drill or attach anything with screws or nails to the front of a cabinet.

Range/Oven: Cleaning your oven and stove top is important as a safety issue, as well as a cosmetic one. Baked-on food and grease are fire hazards and could set off your smoke alarm-or even worse, could start a fire. Please do not use abrasive cleaners or sharp instruments to clean any outside stove surface.

Clean the range hood with a glass or tile cleaner to keep the outside free of grease. Hood vent filters should be removed and cleaned in hot soapy water.

Refrigerator: Your refrigerator is self-defrosting but will still require cleaning. Please do not use heavy-duty cleaners, scoring powder or steel wool to clean any part of the refrigerator, inside or out.

Sinks: Your apartment has a stainless-steel kitchen sink, which should not require heavy cleaners or steel wool to keep it clean. A plastic-type scrubber is recommended to protect the finish from scratching.

Toilets: The sewage system is sufficient to handle all normal waste products. Many products that are labeled "flushable", such as wet wipes, are not truly flushable and will cause clogs. The following items should *not* be flushed: cigarettes, kitty litter, paper towels, facial tissues, disposable diapers, sanitary napkins, disposable tampons, Q-tips, and similar items.

If your toilet overflows, try plunging it first. If the toilet is still plugged, *turn off the water supply by turning the handle located under the tank in a clockwise direction*. Then call RuralEdge for service.

Electrical Information: Ground Fault Circuit Interrupter (GFCI) outlets are designed to shut down power to prevent shock. If this outlet does not seem to work, press the reset button in the middle of the outlet to restore power to it. If it does not reset, check your electrical panel to see if a breaker has tripped. If this has not happened, and you do not have electric service, call RuralEdge for assistance.

Each apartment should contain its own circuit breaker box for controlling all the electrical outlets and switches in the apartment. Do not block the breaker box panel. If an appliance or lamp fails, unplug the cord and check inside the breaker box to see if one of the breaker switches has flipped from "ON" to "OFF". If it has switched to "OFF" flip the switch back to "ON". Plug your appliance back into the outlet. If you still do not get power or the breaker switches to "OFF" again, unplug the appliance or lamp (do not try the appliance at a different outlet) and notify RuralEdge as soon as possible.

RETAINING WALLS & FENCES:

For increased safety, please do not climb - or allow your household members - to climb or hang on fences and walls of your property.

SWIMMING POOLS/TRAMPOLINES:

No swimming pools or trampolines are allowed at any given time.

YARD SALES:

For liability reasons we do not allow yard sales or the sale of items on the property grounds

RECYCLING, COMPOSTING & GARBAGE:

Much of the waste households produce, from soda cans, paper bags, glass bottles, plastic containers, and food scraps, can be reused, composted or recycled. Reusing, composting, and recycling is one of the most simple and effective things that you can do for the environment.

- **Separate garbage from compost and recyclables:** There is a recycling bin at the property where you may leave all your recyclables for pick-up.
- **Glass, Metal & Plastic Containers:** Please rinse before putting it into the recycling bins. aluminum (pie plates, trays & foil), empty aerosol cans, glass containers (any color), metal cans (tin, steel & aluminum), stiff plastic containers, (no plastic bags/ Styrofoam).
- **Paper:** paper bags, paperboard (cereal & tissue boxes, paper towel rolls), magazines & newspapers (glossy paper is ok), phone books & junk mail, milk/juice cartons, soft cover books, all office paper (no blueprints)
- **Composting:** Composting bins are located near your recycling and trash bins. Composting became a law July 1, 2020. RuralEdge has helped make it possible for you to compost.
- **Cardboard:** Please flatten and place in or next to recycling bins.

Snow removal:

Rural Edge has a contractor that is responsible for the snow removal including plowing the driveways and parking lots. All tenants will need to move their vehicles when the plow arrives at their property. RuralEdge is also responsible for cleaning and salting all walkways and entryways. Please let staff know if there are slippery areas at any time.

Lawn Care:

RuralEdge provides lawn care at properties. Tenants are expected to keep all belongings, including toys, strollers, and outdoor items, off the lawn. Failure to pick up belongings from the lawn will result in a warning and, possibly, a lease violation. RuralEdge takes pride in the presentation of our properties to communities, our neighbors, and for all of us to be able to love where we live and work. Thank you for your assistance with this.

Solicitation:

Door-to-door soliciting is not permitted within the apartment communities. Please notify RuralEdge if solicitors come to your apartment.

While we encourage civic participation, we do not endorse political candidates or causes. If you would like to hold a political meeting in the Community Room, you must invite all candidates for that position to your event. Please contact the RuralEdge Community Building & Engagement Team before setting up this type of event.

Reasonable Accommodations:

If you have a disability and, as a result of your disability, you need:

- A change in RuralEdge rules, policies, or procedures that would give you an equal chance to use your apartment or the facility.
- A change in the way RuralEdge communicates with you or gives you information.

You may request a reasonable accommodation.

A reasonable accommodation is a change in rules or policies or procedures that would give you an equal chance to use your apartment or the facility. You can ask for a change in any rule, policy, or procedure if the need for the change is related to your disability. Rural Edge may need to make reasonable accommodations to allow you an equal opportunity to live in your home or use common spaces. Depending upon the kind of housing you live in or are applying for, you may be required to pay the cost of modifications. The landlord may require you to undo the modifications to your apartment when you leave.

Once your need is confirmed through our Reasonable Accommodations procedure, we will accommodate your request. Reasonable is defined as a request that does not pose "an undue financial or administrative burden (i.e. excessive cost, a lease violation, or too difficult to arrange). If your request is denied, you may appeal that denial, and we will discuss alternative 504 Reasonable Accommodation options.

Please note, many of our properties are historic and some accessibility modifications cannot be addressed within the confines of the property. In these instances, we will work with you on a property transfer to another unit where your needs can be appropriately addressed.

If you need assistance filling out a Reasonable Accommodation Request Form, or if you want to give us your request in some other way, we can assist you in getting help. All information is confidential and used only to help you have an equal opportunity to enjoy safe and affordable housing.

VAWA Protections:

RuralEdge has policies and procedures in place covering the VAWA (Violence against Women Act) protections. Section 8 Residents are provided notice of their rights and obligations under VAWA at move-in.

These policies are in place to support or assist victims of domestic violence, dating violence, sexual assault or stalking and protect victims, as well as member of their family, from being denied housing or from losing their HUD assisted housing as a consequence of domestic violence, dating, violence or stalking.

VAWA protections are available equally to all individuals regardless of sex, gender, identity, sexual assault or sexual orientation. VAWA protections are provided to affiliated persons including 1) A spouse, parent, brother, sister, or child of the victim, or a person to whom the victim stands in place of a parent or guardian; or 2) any individual, resident/applicant, or lawful occupant living in a household of that individual.

RuralEdge will provide Residents the option to complete the Certification of Domestic Violence, Dating Violence or Stalking, form HUD-91006. The certification form will be made available to all eligible families at the time of admission or, in the event of a termination or start of an eviction for cause proceeding, the certification may be enclosed with the appropriate notice, directing the family to complete, sign and return the form within fourteen (14) business days.

Alternately, in lieu of the certification form or in addition to it, RuralEdge will accept:

- a) Federal, state, tribal, territorial, or local police record or court records
- b) Documentation signed by an employee, agent, volunteer of a victim service provider, an attorney, or medical professional from whom the victim has sought assistance in addressing domestic violence, dating violence, or stalking or, the effects of the abuse in which the professional attests under penalty of perjury under 28 U.S.C 1746 to the professional's belief that the incident or incidents are bona fide incidents of abuse, and the victim of domestic violence, dating violence or stalking has signed or attested to the documentation.

RuralEdge is not required to demand that an individual produce official documentation or physical proof of an individual's status as a victim of domestic violence, dating violence or stalking in order to receive the protections of the VAWA. RuralEdge at its own discretion, may provide assistance to an individual based solely upon the individual's statement or other corroborating evidence. RuralEdge will carefully evaluate abuse claims to avoid conducting an eviction based on false or unsubstantiated accusations.

RuralEdge is mindful that the delivery of the certification form to the Resident via mail may place the victim at risk, e.g., the abuser may monitor the mail. Therefore, in order to mitigate risks, RuralEdge will work with the Resident in making acceptable delivery arrangements, such as inviting them into the office to pick up the certification form or making other discreet arrangements.

The identity of the victim and *all* information provided to RuralEdge relating to the incident(s) of domestic violence, dating violence or stalking will be retained in confidence and will not be entered into any shared database or provided to a related entity, except to the extent that the disclosure is:

- (1) Requested or consented to by the individual in writing;
- (2) Required for use in an eviction proceeding, or
- (3) Otherwise required by applicable law.

Conclusion:

Please refer to the Addendum for your property-specific information that is attached to this handbook. When you sign your lease with RuralEdge, there are also addendums attached to the lease that have regulations to follow including our No Smoking Addendum and Pet Addendum – the rules are on the signed addendums for these specific items.

Please understand that our staff work hard to make sure you and your families can have a safe, clean, affordable place to live. There are times that you may need to be patient for return calls or work orders to be completed due to our busy schedules. We all try our best to get to each individual unit or household in a timely manner.

We will not tolerate any harrassment or threatening of the staff in any way. If you have an issue with staff or any other tenants, contact your Property Manager or the Assistant Director of Property Management to complete an incident report. We keep them on hand and at our offices and they can be submitted at any time. It is a violation of your lease to harrass and threaten Rural Edge Employees or other tenants. *If you feel you are being harrassed or threatened, please call us immediately to file a report.*

Please let us know if you have any questions about the handbook or would like a new copy for your files. We look forward to working with our tenants and building a relationship that will last for many years to come!

EMERGENCY CALL CHECKLIST:

1. **NO HEAT OR SEVERE LACK OF HEAT**
2. **NO HOT WATER**
3. **SEWER PROBLEMS OR PLUGGED TOILET**
4. **FLOODS AND BROKEN/FROZEN PIPES**
5. **LOSS OF ALL POWER IN APARTMENT** – Please call your electric company first to see if the town is out of power and when it may be coming back on.
6. **LOCKED OUT OF YOUR UNIT** – There will be a charge if maintenance needs to come and unlock the unit (unless there are circumstances, we would consider waiving the charge for) during business hours with a higher charge for after hours. If the door is not secure or broken, calls after hours are acceptable.
7. **BUILDING INVOLVED WITH A FIRE – CALL THE FIRE DEPARTMENT FIRST!**
8. **ELECTRICAL ISSUES AND DAMAGED OUTLETS OR SWITCHES** – Those which present a danger of electrocution, need to be fixed. If the breaker is tripped, all is safe until the next working day.
9. **IMMEDIATE DANGER OF PERSONAL INJURY** creates an emergency.
10. **STOVE OR REFRIGERATOR NOT WORKING OR HAVING MAJOR ISSUES**
11. **GAS LEAKS**
12. **DETECTION OF CARBON MONOXIDE**

Please note the following that are not considered emergencies:

1. Non-functioning stove burners or oven elements;
2. Rusty or discolored water;
3. Light bulbs burnt out, broken screens and windows;
4. Refrigerator working, but not well;
5. Tenant disagreements, i.e. pets, kids, noise, etc.

As your landlord, RuralEdge Property Management will do its best to provide prompt and efficient service to all residents.

RURALEGE PROPERTIES:

RENT BASED ON INCOME FOR ALL QUALIFIED HOUSEHOLDS:

BURKELAND LANE APARTMENTS	WEST BURKE	1, 2, 3, 4 BEDROOMS
CHERRY STREET APARTMENTS	HARDWICK	2 & 3 BEDROOMS
CRYSTAL LAKE HOUSING	BARTON	1,2,3 & 4 BEDROOMS
EVERGREEN MANOR MOBILE HOME PARK	HARDWICK	2 & 3 BEDROOMS
GROTON COMMUNITY HOUSING	GROTON	1,2 & 3 BEDROOMS
HILLTOP FAMILY HOUSING	ST. JOHNSBURY	1,2 & 3 BEDROOMS
JEUDEVINE HOUSING	HARDWICK	1, 2, 3, & 4 BEDROOMS
JOHNS RIVER	DERBY CENTER, DERBY LINE	1 & 2 BEDROOMS
LAKEBRIDGE HOUSING	NEWPORT	1, 2 & 3 BEDROOMS
LAKEVIEW HOUSING	NEWPORT	0,1,2 & 3 BEDROOMS
MOOSE RIVER HOUSING	ST.JOHNBSURY	1,2,3 & 4 BEDROOMS
MOUNTAIN VIEW HOUSING	ST.JOHNBSURY	1 & 2 BEDROOMS
NEW AVENUE APARTMENTS	ST JOHNBSURY	0, 1, & 2 BEDROOMS
OLIVIA PLACE	LYNDONVILLE	1,2 & 3 BEDROOMS
PARKVIEW HOUSING	NEWPORT	2 & 3 BEDROOMS

RENT BASED ON INCOME- ELDERLY 62 AND OVER ONLY:

CLARK'S LANDING	GROTON	1 BEDROOM
NEWPORT SENIOR HOUSING	NEWPORT	1 BEDROOM
PASSUMPSIC VIEW	ST JOHNBSURY	1 BEDROOM

RENT BASED ON INCOME - ELDERLY 62 AND OVER AND/OR DISABLED HOUSEHOLDS ONLY:

BEMIS BLOCK	HARDWICK	1 BEDROOM
DARLING INN	LYNDONVILLE	0,1 & 2 BEDROOMS
DERBY LINE GARDENS	DERBY LINE	1 BEDROOM
GILMAN SENIOR HOUSING	GILMAN	0 & 1 BEDROOM
GOVERNOR MANSION APARTMENTS	NEWPORT	0 & 1 BEDROOM
GOVERNOR PROUTY APARTMENTS	NEWPORT	1 BEDROOM
GLOVER HOUSING	GLOVER	1 BEDROOM
MAPLE STREET SENIOR APARTMENTS	HARDWICK	1 & 2 BEDROOMS
MARIGOLD APARTMENTS	LYNDONVILLE	1 BEDROOM
RAINBOW APARTMENTS	ORLEANS	1 BEDROOM
THE MEADOWS	IRASBURG	1 BEDROOM

MARKET UNITS: FLAT AMOUNT RENT (UNSUBSIDIZED BUT VOUVHERS ACCEPTED):

ISLAND POND	VARIOUS SITES	1,2 & 3 BEDROOMS
599 MAIN STREET	LYNDONVILLE	1 & 2 BEDROOMS
1867 BULDING	ST JOHNBSURY	2 & 3 BEDROOMS
ACADEMY LANE APARTMENTS	PEACHAM	1 & 2 BEDROOMS
BRIGHTLOOK APARTMENTS	ST JOHNBSURY	1, 2, & 3 BEDROOMS
CALEDONIA HOUSING	ST JOHNBSURY	1,2 & 3 BEDROOMS
CHURCH STREET APARTMENTS	HARDWICK	2 & 3 BEDROOMS
COVENTRY SENIOR HSG (55+)	COVENTRY	1 & 2 BEDROOMS
EVERGREEN MOBILE HOME PARK	HARDWICK	2 & 3 BEDROOMS
LIND HOMES (SINGLE FAMILY HOMES)	RYEGATE	3 BEDROOMS
OLIVIA PLACE	LYNDONVILLE	1,2 & 3 BEDROOMS
MATHEWSON HOUSING (55+/DISABLED)	LYNDONVILLE	1 & 2 BEDROOMS
ST. JOHNBSURY HOUSING	ST JOHNBSURY	0,1,2,3, 4 BEDROOMS
SCENIC VIEW (55+)	WESTFIELD	0, 2 BEDROOMS



I ACKNOWLEDGE THAT I HAVE RECEIVED A COPY OF THE RURALEDGE TENANT HANDBOOK, VERSION UPDATED IN 2024 AND PROPERTY ADDENDUM.

Head of Household

Printed Name: _____

Signature: _____

Co-Head of Household/Other Adult

Printed Name: _____

Signature: _____

Property Name and Address:

