

# RESIDENT HANDBOOK

Oshkosh Housing Authority  
Winnebago County Housing Authority  
Cumberland Court Housing Commission  
PO Box 0397, Oshkosh, WI 54903



*Welcome!* It is a pleasure to have you here!

Questions about our rules and your residency can be found in this booklet. Please note that residents are obligated to adhere to these rules to achieve and maintain compliance with the lease.



## **LEASING**

1. Rent is due on the first day of each month, with a five (5) day grace period allowed. Failure to complete timely rent payment, or comply with other lease terms, will result in issuance of a Quit or Pay Notice.

Rent payments may be made by check, money order, or ACH deposit (automatic withdrawal). For our mutual safety, no cash will be accepted. OWNER will only accept money orders as payment when the bank has rejected a check for insufficient funds. RESIDENT will be charged with fees typically charged by our bank for processing rejected payments.

2. The dwelling unit is to be used to provide living accommodations for yourself and the other person(s) identified on your HUD-50059 form. This dwelling unit is not to be used for any other purpose. You cannot lease or sublease and cannot provide living accommodations to persons not specifically approved by the OWNER.
3. Because RESIDENT'S rent is adjusted for any anticipated utilities costs, failure to promptly pay utility bills can result in eviction from your unit. Pay all utility bills on time.
4. RESIDENTS leasing a single-family home or duplex unit that fail to keep their lawn mowed and shrubs trimmed, or sidewalks shoveled, agree to pay any resulting charges if mowed/trimmed or shoveled by OWNER. Failure to comply or pay for services may result in your eviction.

## **MAINTENANCE**



5. The dwelling unit and other areas as may be assigned to the RESIDENT for his/her exclusive use must be kept in a clean and sanitary condition. OWNER will make annual and/or periodic inspections to ensure compliance.
6. Promptly report to the OWNER any needed repairs to the dwelling unit, equipment provided and the grounds, especially any problems affecting health and safety. Refer to your Emergency Contact Card to summon maintenance staff.
7. RESIDENT will be charged for the cost of any repairs to the dwelling unit or project (including building, facilities or common areas) if the damage was caused by carelessness, misuse and/or neglect on the part of the RESIDENT, their family household members, and/or visitor(s) or guest(s). Charges for such repairs will be based on the actual cost of materials and labor.

Failure to pay invoices for maintenance work may result in eviction. The RESIDENT will not be charged with the cost of repairs that are the result of normal wear and tear. Please quickly report all needed maintenance work so damage can be minimized and you can enjoy the full use of your dwelling.

## **PROHIBITIONS**

8. Don't tamper with smoke detectors. Call for repair immediately if you have a problem with a smoke detector. The burning of candles and incense is not permitted as it poses a fire hazard. Only **artificial** Christmas trees and wreaths are permitted in your dwelling unit. Your compliance with this rule will aid in the effort to reduce the fire hazards posed by real Christmas trees and wreaths.
9. RESIDENT must not construct any additions, or make any alterations or any repairs to the dwelling unit equipment or building systems. No exterior attachments can be secured to the exterior of your dwelling unit without written permission from the OWNER. No signs whatsoever may be displayed, nor any fixtures or fences erected. Use tacks, nails or other small fasteners only in a manner prescribed by the OWNER. Appropriate window coverings to be supplied by RESIDENT within 30 days and are subject to OWNER approval. If blinds are selected they must be installed by OWNER. Satellite dish antennas cannot be attached to the exterior of the building.
10. RESIDENT agrees not to install any additional or different locks on any doors or windows of the unit without OWNERS advance written permission. Lockouts are handled by our maintenance and/or management staff. For all lockout requests after 4:00 p.m., before 8:00 a.m., and all day Saturday, Sunday and holidays, there will be a **\$10.00 service fee** unless resolved by an on-site resident manager.
11. It is the RESIDENT'S responsibility to gently clean refrigerator door gaskets properly and regularly. The gaskets should be washed with warm water and a mild soap or mild detergent.
12. Do not admit visitors that you do not know. Allow visitors you know access only through controlled access entrances. Do not prop doors open. Guests or visitors of the Resident may stay for only six days in any 60-day consecutive period. A family member related to the Resident, related by blood or law, will count as one guest. Each non-related person will count as one guest. If any visit will extend beyond four days, the Resident must notify the Owner in writing, stating the reasons for the extended visit.

## **GOOD NEIGHBORS**

13. Bikes, toys, picnic tables, trampolines etc. shall not be left on the lawns, porches or sidewalks. Temporary pools are permitted only at single family homes and duplexes. Grills can only be left out seasonally if they can be safely stored in a private area leased exclusively to the resident.
14. Parking or driving on lawns is not allowed. Do not park in a service drive at any time. Parking lots are for tenant vehicles only. Unregistered or inoperative vehicles shall not be kept in the parking lot, and if necessary will be ticketed and towed at the Resident's expense. Only minor vehicle repair is permitted in parking lots. Vehicles must be moved from parking lots in a timely manner as posted to allow for snow removal.
15. Resident shall not undertake, nor permit Resident's family or guest to undertake, any hazardous acts or do anything that may increase the development's insurance premiums. The RESIDENT, household members or visitor(s) shall act in a manner which does not disturb the rights or comforts of others and will be conducive to maintaining a decent, safe, and sanitary condition. Unlawful or disorderly conduct, commission of a nuisance, or conduct that is hazardous to health and/or safety is prohibited. Repeated violations of any of these rules will result in termination of the lease.
16. Remove garbage, rubbish and other waste from your dwelling unit in a clean and safe manner. **RECYCLING IS THE LAW.** Garbage must be placed in the appropriate containers, whether that is bagged for a garbage chute in a hi-rise or placed in a trash can or dumpster for timely pick-up. It is against City ordinances to put trash and recyclables out on the wrong day or leave your empty trash cans at the curb after the trash has been picked up. The OWNER will charge the RESIDENT with any fees/charges incurred as a result of improper garbage, rubbish or waste removal. Charges will be assessed for improper disposal of garbage or refuse left in common areas based on the latest approved labor rates. Failure to satisfy invoices for charges assessed may result in your eviction.
17. RESIDENT agrees not to litter the grounds; destroy, deface, or remove any part of the unit, common areas or premises; or allow children to play in the halls, stairways, elevators or other common areas except designated play areas.

## **GOVERNMENT REQUIREMENTS**

18. The RESIDENT, household members, visitor(s) or guest(s), or any other person under the RESIDENT'S control shall not engage in:
  - a) Any criminal activity that threatens the health, safety, or right to peaceful enjoyment of others, or
  - b) Any drug-related criminal activity on or off such premises. Any criminal activity in violation of the preceding clauses shall be cause for termination of tenancy, and for eviction from the unit. Drug-related criminal activity means the illegal manufacture, sale, distribution, or use of a controlled substance as defined in federal law.
19. Changes in family income resulting from a new job, a second job, loss of job, decrease or increase in hours worked or rate of pay, increase or decrease in unemployment payments, Social Security, SSI, child care payments, child support payments, alimony, W-2 benefits or any other source of income including income from assets; and any change in family composition must be reported to the OWNER **in writing** within **seven** calendar days.
20. Failure to report increases in family income may constitute Fraud against the OWNER and is punishable by fines under the local municipal codes and state and federal law.



# ALL CHANGES IN INCOME MUST BE REPORTED TO THE OWNER IN WRITING WITHIN SEVEN (7) DAYS!

## RESIDENT PRIVILEGES



21. **PETS:** Only OWNER-approved pets are permitted on the premises. Furthermore, pre-approval is required prior to bringing a pet to your apartment. Please refer to the pet policy for more details.
22. Air conditioners may be installed in the dwelling unit. If an air conditioner sleeve is provided in your unit, the air conditioner must be installed in the sleeve. Installation must be checked by the OWNER'S maintenance staff.
23. Waterbeds are permitted in the dwelling unit. The resident is responsible for any damage that a waterbed may cause.
24. Portable heating units may be used, but only UL-approved electric heaters are permitted. Units must at all times be placed at least three feet from flammable materials. Units may be used only in adult occupied-rooms and units must be regularly inspected and repaired.

## MOVE-OUT REQUIREMENTS

25. When moving from your dwelling unit, you must return all keys and access cards, including the mail box key, if applicable, to the OWNER. Charges will be assessed for missing keys or cards including charges for changing the locks. Fees will be based on replacement costs and labor. Charges for a mailbox key not returned will be based on U.S. Postal Service charges.

**OWNER: Oshkosh Housing Authority**  
**600 Merritt Avenue, PO Box 397, Oshkosh WI 54903-0397**  
**Phone: (920) 424-1450 TDD: (920) 424-1479**  
**Fax: (920) 424-1474**

Receipt of Resident Handbook by:

Resident: \_\_\_\_\_ Date: \_\_\_\_\_

Resident: \_\_\_\_\_ Date: \_\_\_\_\_

Resident: \_\_\_\_\_ Date: \_\_\_\_\_