



# Resident Handbook



**Hillsdale Housing Commission**  
45 N. West Street • Hillsdale, MI 49242  
Phone: (517) 439-1210 • Fax: (517) 439-9577 • [www.hillsdalehousing.org](http://www.hillsdalehousing.org)

# Welcome Home!

The management of Hilltop Apartments would like to take this opportunity to welcome you to your new home. We will strive to provide prompt and efficient service and maintain this property and your apartment in the best possible condition. We ask your cooperation and would appreciate any comments, suggestions or recommendations.

This handbook provides some suggestions, regulations, and answers to commonly asked questions. This handbook is by reference a part of your dwelling lease, and you are required to observe both articles with equal exactness. If you have any questions, or if any part of your Dwelling Lease or related materials is unclear, please contact management for clarification. Working together we can keep the building and grounds as pleasant as possible, and a place you will be delighted to call home.



**Welcome!**

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## Office Hours

The office is open from 9:00 a.m. to 4:00 p.m., Monday through Friday. The office is closed during lunch hours, weekends, and holidays. The office telephone number is **439-1210**. Please leave a message on our answering machine or with our answering service if the office is closed.

## Emergency Telephone Number

An employee of Hilltop Apartments is on call 24 hours a day, seven days a week, **365 days per year**. On-call personnel carry cell phones and/or pagers. If you have an after-hours emergency, please call **439-1210** and leave a message with the answering service. When you call, please state your name, apartment number, and the nature of your emergency. The person on call will contact you as soon as possible. We ask, however, that you only call in the event of an emergency. Please remember that our employees have lives outside this apartment community, and free time is important to them.

<b>Types of Emergencies</b>	
1.	A plumbing leak or sewer stoppage that may damage personal or Commission property.
2.	Any condition which may cause a fire.
3.	No heat during heating seasons.
4.	No electricity.
5.	A medical emergency.
6.	Any other condition that may endanger life or personal or Commission property.

## Work Orders



If you require service in your apartment that is not an emergency, please complete a written work order and deliver it to the office for review and approval. Blank work orders are located in the lobby outside the office. A work order is also necessary for work in the building or on the grounds.

Maintenance personnel are not allowed to perform any work in an occupied apartment without a written work order, approved by management, except in the case of an emergency.

## Rent

Rent is due and payable in advance on the **first** day of each month.

Late charges accrue following close of business on the **seventh** of each month. If the seventh falls on a weekend or holiday, late charges are assessed following the close of business the following day. Rent



is payable by check or money order only. **Please make checks or money orders payable to the Hillsdale Housing Commission.** Please deliver or mail all rent checks to the Hilltop Apartments Management office. If the office is closed, rent may be deposited in the mail slot in the office door.

## Apartment Occupancy

Only those persons listed on your Dwelling Lease may live in your apartment. You must notify management immediately if you have any changes in family size, persons in occupancy, or income. (See Dwelling Lease, Section 1.)

## Overnight Guests

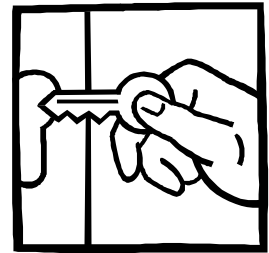
All overnight guests must be signed in immediately on the guest register in the lobby. **You may have an overnight guest up to fourteen (14) times per year.** No guests are allowed to remain for a period in excess of fourteen nights without prior consent from management. In the case of extensive illness, special arrangements may be made for extensions of overnight guest privileges.

## Pets

Your guests or visitors may not bring pets or animals of any sort into the building. A pet policy is available for your inspection, should you wish to obtain a pet. However, the pet policy must be completed and approved by management before bringing any pet onto the premises.

## Keys and Locks

Each resident will receive keys to the lobby and patio doors, apartment, and mailbox. If you wish, you may have a copy(s) made of your apartment door key to give to a family member(s) or friend. In the interest of safety and security, the lobby/patio door key may not be duplicated.



## Parking

1. Parking is on a first-come, first-serve basis. There are no parking spaces assigned to any apartment. Parking in front of the building is provided for residents of Hilltop Apartments. However management does not guarantee that a space will be available at all times for your vehicle.
2. Four handicapped spaces are available. Anyone with a State-approved handicapped parking sticker, tag, or plate can park in any parking spot. Visitors with a handicapped parking sticker, tag, or plate can park in a handicapped space.
3. Guests or visitors without a handicapped sticker, tag, or plate may not park anywhere in the resident's parking lot. Guests or visitors without a State-approved handicapped sticker may park in the city lot, adjacent to the resident's lot. You are responsible for informing your guests and visitors about this rule.
4. Mail and service vehicles are allowed to park in any non-handicapped space.
5. All vehicles parked on the property must be in highway drivable condition. No vehicle may be stored in any parking area.
6. The parking of any motorcycle, recreational vehicle, boat, trailer, camper, etc., is expressly forbidden.
7. Washing of any vehicle in the resident's lot is prohibited.
8. Except in the case of an emergency, no vehicle may be repaired in the resident's lot.
9. Management may request that you move your vehicle for snow removal, lot repair, maintenance, or other reasons.
10. **MANAGEMENT RESERVES THE RIGHT TO HAVE ANY VEHICLE IN VIOLATION OF THE PARKING REGULATIONS TOWED AT THE OWNER'S EXPENSE.**



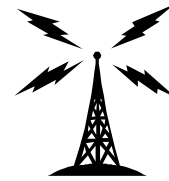
## Telephones

Please make arrangements for telephone service with the appropriate local service provider. A public telephone is accessible in the vestibule for your use. 9-1-1 and calls to the Hilltop Apartment Management office are free calls. A 9-1-1 phone can also be found in the Hilltop Apartments Community Room. Except in the case of an emergency, residents and guests are prohibited from making telephone calls from Commission telephones.

## Cable Television



Your apartment has been wired for cable television. If you are interested in subscribing for cable television, please call the appropriate local service provider.



## Hilltop Apartments Antenna System

Your apartment is connected to Hilltop Apartments antenna system. We have strived over the years to maintain good reception and to upgrade our receiving equipment to the most current available. Below are the stations we receive, their network affiliation and the channel of your television.

Station	City	Network	Your TV
Ch. 3	Kalamazoo	CBS	Ch. 3
Ch. 18	Lansing	PAX	Ch. 4
Ch. 63	Faith-Based	NA	Ch. 5
Ch. 6	Lansing	CBS	Ch. 6
Ch. 23	East Lansing	PBS	Ch. 7
Ch. 47	Lansing	FOX	Ch. 8
Ch. 10	Lansing/Jackson	NBC	Ch. 10
Ch. 41	Battle Creek	ABC	Ch. 12
----	CCTV (closed circuit)	-----	Ch. 15

## Closed Circuit Television System

As an extra means of security, we have installed a security camera in the lobby of Hilltop Apartments. You may watch who enters the lobby of Hilltop Apartments. To use the Closed-Circuit Television System:

- If you are using our in-house antenna system, turn to **Channel 15** on your television
- If you subscribe to cablevision, turn to **Channel 18** on your television

## Solicitation

Solicitation is prohibited on this property without express consent from management. If you are contacted, please inform the office. Should an organization be given permission to solicit within the building, proper credentials may be required prior to authorization.

## Signs

You may post signs, notices, etc., on the bulletin boards in the lobby and elevator. Please ask a member of management to initial any signs prior to posting. Please do not remove anything from the bulletin boards unless specifically asked to do so by a member of management.

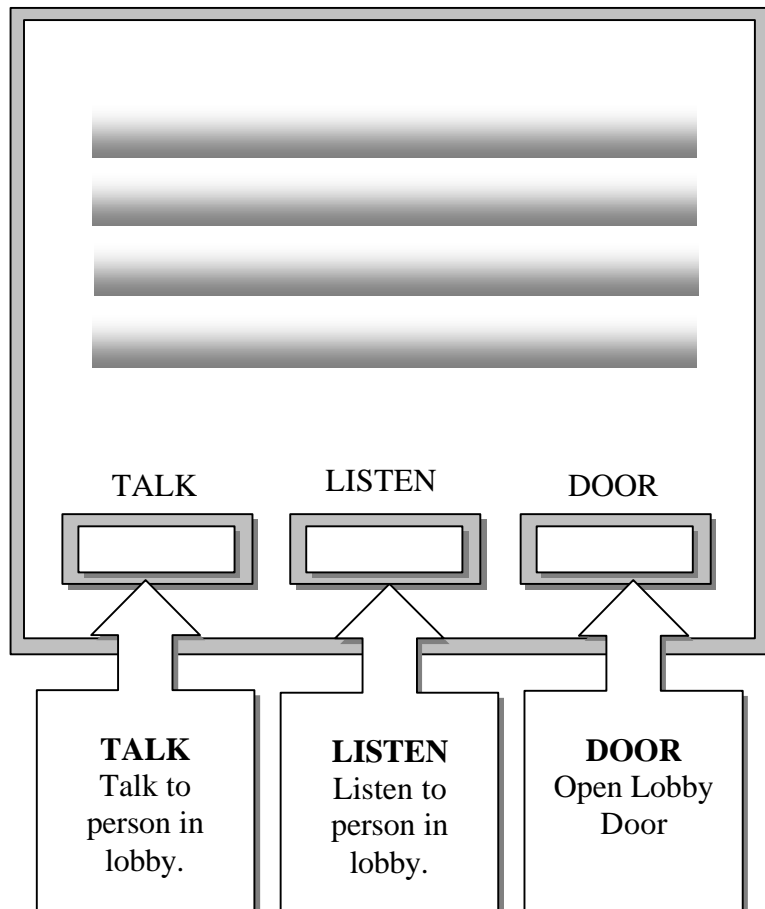
## Intercom Instructions

A system has been installed to inform you when you have guests or visitors. This system will allow you to let your guests into the building without having to come to the lobby to let them in.

1. When Intercom rings, press TALK button. Ask, "Who is it?"
2. Press LISTEN button to hear visitors reply.
3. Press DOOR button to open the lobby door and admit visitor to building.

Please make sure you know who it is you are letting into the building. **Never let anyone into the building unless they are coming to see you.**

Remember, you may also see who is in the lobby on your television through our closed-circuit television system.



## Mail

Mail is placed in your locked mailbox near the lobby. Your apartment door key also opens your mailbox. Outgoing mail is placed through the mail slot in the lobby.

## Visitors and Children

You are responsible for the conduct of your guests and visitors. Please do not allow children to play or loiter in the lobby, public hallways, stairways, elevator, lawn, or parking areas. No child will be allowed in any common area or apartment without adult supervision. Residents will be held responsible for the actions of visitors.

## Noise

### ***General Sound***

No resident will make or allow guests or visitors to make any noise on the premises which interferes with the rights, comfort, convenience, or quiet enjoyment of the property by other residents.

### ***Musical Instruments***

No resident shall play upon, or allow guests or visitors to play any musical instrument between the hours of 11:00 p.m. and 8:00 a.m. However, if the playing an instrument at any time should disturb or annoy other occupants, you will be advised to discontinue immediately.

### ***Televisions/Radios, Appliances and Other Sounds***

No resident shall operate or allow guests or visitors to operate any television, stereo, appliance, radio, etc., in a loud manner, which would disturb other occupants, between the hours of 11:00 p.m. and 8:00 a.m.

### ***Excessive Noise***

At no time shall any resident create or allow guest or visitors to create sounds that increase the noise level in other apartment(s) or any other area of the premises outside the rented apartment to 42 decibels or above (according to the ANSI "A" scale standard). Such sounds shall be deemed excessive and constitute a violation of the resident's Dwelling Lease agreement.

### ***Excessive Exterior Sounds***

At no time shall any resident create or allow guests or visitors to create sounds measurable from the exterior of the building that are in violation of City Noise ordinances. Such sounds shall be deemed excessive and constitute a violation of the resident's Dwelling Lease agreement.

## Housekeeping

You are responsible for keeping your apartment in a clean, safe, and sanitary condition. In addition, you are also responsible for promptly cleaning any common areas (including hallways and elevators) that you, your household or guests make dirty. Please dispose of trash on a



regular basis. Disagreeable odors, vermin, or hazardous conditions will not be tolerated under any circumstance.

Painting of the apartments will be scheduled and performed by management. Please contact the office before washing walls.

Telephone and electrical outlets are provided in the apartment. No

alterations or additions are allowed without prior consent from management. Please do not overload circuits. Please check extension cords for fraying or other signs of wear prior to use, and periodically throughout use. The storage of flammable materials is hereby prohibited.

Your refrigerator and oven must be kept clean and sanitary. Consult the instructions furnished for defrosting and/or cleaning instructions.

Clean floors with warm water and mild soap, then rinse. Waxing is allowed if applied carefully and correctly. Please avoid leaving any wax on the baseboards.

Never use abrasive cleansers on the bathtub. Use only recommended cleaners on sinks, and toilets. Toilets and fixtures should be cleaned at least once a week. Report any needed repair promptly.

All curtains hung in windows are to have a white backing. Hilltop Apartments residents are hereby encouraged to use flame- and fire-resistant curtains whenever possible.

## Decorating

Please do not paint, install wallpaper, or alter the apartment in any way without prior approval from management. However, you may hang mirrors, pictures, etc. on walls. You may be charged for damages for excessive nail holes.

## Laundry Facilities

Laundry facilities are located on the second floor and are available for your use between the hours of 07:00 a.m. and 09:00 p.m. daily. These facilities are intended for resident use only. Please remain in the laundry room while operating the washers and/or dryers. Management cannot assume responsibility for loss. Instructions for operating the washers and dryers are posted in the room and/or on the appliances themselves. Further information is available from the office or maintenance personnel. No washing machines or dryers will be permitted in apartments.



## Community Areas

Common areas are available to all residents for your recreational and social pleasure. You are expected to treat these areas as your own, and keep them in such a manner that all residents may enjoy their use.

## Utilities



Heat, hot and cold water, electricity, and refuse disposal are provided to you at no cost. A small utility charge (based on actual cost) is assessed for the use of air conditioners and freezers.

Heat is provided at no cost. Please use the appliances provided in the manner intended. **Do not use your oven for heat.** If you have trouble with heating your apartment, please contact the office.

**Kerosene, ceramic, and additional electric heaters are expressly forbidden.**

Please do not waste water. Turn off faucets promptly after use. Be sure to shut off your oven quickly after cooking.

## Refuse Disposal

Trash chutes are available for your use in the elevator lobby of each floor. Please place items such as cans, bottles, bones, grease, paper, plastic, etc., in a plastic bag, tie securely, and dispose of in the trash chute. Please dispose of glass bottles and newspapers in the chute by the maintenance shop on the first floor. All other items should be disposed of in the garbage disposal provided in your apartment.

## Garbage Disposal Use and Care

1. Remove the stopper from the sink sleeve and turn on the cold-water full flow. Water should remain on during complete disposal operation. Failure to turn on a full flow of water before turning on the disposal can cause drain blockages.
2. Flip the switch to the on position to start disposal. Feed food waste into the disposal while it is running.
3. To avoid drain blockage allow water to flow a sufficient time after grinding is completed to be sure all waste is flushed away. A minimum of 15 seconds is recommended.
4. **Do not insert hand into disposal.**

### *Disposal DO's and DON'Ts*

<u>DO's</u>	<u>DON'Ts</u>
<b>DO</b> grind food waste <u>only</u> with a strong water flow.	<b>DON'T</b> grind extremely fibrous material cornhusks, artichokes, etc. to avoid possible drain blockages.
<b>DO</b> grind citrus and other melon rinds. <b>DO</b> dispose of coffee grounds in disposer.	<b>DON'T</b> use hot water when grinding waste. Hot water can be drained into disposer between grindings.
<b>DO</b> flush disposer for cleaning. Allow disposal and water to run after grinding or after draining sink of dishwasher. Some detergents are caustic.	<b>DON'T</b> turn off motor or water when grinding food waste.

### *Disposal Odors*

Objectionable odors coming from your disposal are usually a signal of build up of grease and food waste left in disposal as a result of insufficient water usage. Here's how to take care of this problem:

1. Shut off the disposal Lift the rubber splash baffle and use a scouring pad to clean the underside of the baffle and the upper lip of disposal body.

2. Fill sink halfway with lukewarm water. Add baking soda and mix to form a solution.
3. Turn on the disposal and remove sink stopper. This will thoroughly flood the inside to wash and freshen inside of disposal.

## Balconies

Balconies are available for your use on the third and fourth floors. Please do not hang or shake any items from the balcony. Fire regulations prohibit cooking on balconies.

## Unit Inspections

Inspection of all apartments will be performed at least once a year. Management performs this inspection primarily to insure building upkeep. However, housekeeping and maintenance are also noted. Management may inspect your unit periodically in addition to the annual apartment inspection. Remember that poor housekeeping will not be tolerated. Management may also perform additional inspections in your unit, following a 48-hour notice.

## Property Damage

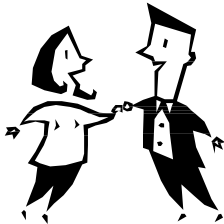
You are responsible for damage to the apartment, fixtures, building, or grounds caused by you, your household, or guests. Repairs will be calculated on a time and materials basis, and are due and payable according to the schedule listed in your Dwelling Lease. Please report all damage promptly.

## Emergency Exits

Doors located at the extreme ends of the building on the first floor are for emergencies only. Use of these doors for any other purpose is strictly prohibited.

## Moving

All moving of furniture shall be through the front lobby door or patio door adjacent to the Community Room. No moving shall occur within the hours of 10:00 p.m. - 8:00 a.m. If you have additional questions about moving, please contact the management office.



## “Hello Neighbor” Program

Each resident should make a point of meeting the other residents on their floor. If you suffer an illness or an accident, we may not know for an extended period of time. A concerned neighbor may be willing to check on you periodically.

## Smoke Detector

Your apartment is furnished with two smoke detectors. Smoke detectors are also located in the hallway of each floor. If your detector beeps, you may need a new battery. Please call the office if your detector beeps.

## Fire and Safety Rules

1. Do not accumulate combustible material.
2. Storage or use of inflammables such as gasoline, kerosene, etc., is prohibited.
3. In the interest of fire safety, please keep your door tightly closed at all times.
4. The use of firearms on this property is strictly forbidden.
5. Please do not block any door, window, etc. open at any time.
6. Please do not let anyone into the building unless they are coming to visit you.
7. Please do not tamper with or remove any extinguisher or fire equipment except in the case of fire.

### ***In Case of Fire***

In the event of fire, explosion or other emergency, every resident should know and understand the following. Knowing what to do could save your life!

1. Stay Calm! During an emergency, valuable time is often lost, due to panic.
2. If you discover a fire, activate the fire alarm by pulling the switch. The pull stations are located on each floor.
3. Our fire department has determined that during a fire, you are safest in your apartment. Return to your apartment, wet a towel and place it at the crack under your door. The fire department will evacuate the building, if necessary.
4. Do NOT attempt to use the elevator. The elevator automatically shuts down when the alarm is activated. If you are on the elevator when the alarm is activated, remain calm. Help is on its way.

### ***In Case of Tornado***

1. When you become aware of adverse weather conditions, tune a radio to WCSR (1340 AM or 92.1 FM).
2. Our emergency services department has determined that during a tornado you are safest in the bathroom of your apartment, with the door closed, in the bathtub. Therefore, please do not leave your apartment. Fire and/or rescue personnel will evacuate the building if necessary.

## Important Numbers

Management Office: .....	439-1210
Emergency after-hours pager.....	439-1210
Police/Fire/Ambulance .....	911
Fire Department .....	437-7234
Police Department .....	437-4487
Ambulance.....	439-2525
Social Services.....	439-1401
Hillsdale Senior Center .....	439-2422
Community Action Agency.....	437-3346
Department on Aging .....	437-2240
Dial-A-Ride .....	437-3385
Hillsdale Community Health Center.....	437-4451
Hillsdale Police (non-emergency).....	437-5602
Hillsdale Daily News .....	437-7351
Local Radio Station.....	WCSR 92.1 FM
Local Radio Station.....	WMXE 102.5 FM