



BATH HOUSING

Public Housing Handbook

Updated January 2021

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Welcome from our Executive Director

October 2020

On behalf of Bath Housing, let me be the first person to welcome you to your new home. Please know that we are ready and willing to assist you in any possible way as you adapt to your new apartment and community.

Bath Housing is a nonprofit organization that works to enhance housing stability for seniors, those with disabilities, and families in the greater Bath, Maine area in order to have a safe, vibrant, just and prosperous community. We own and manage 160 apartments in the area.

The Resident Handbook has been prepared to provide our residents with information about Bath Housing. Please read it carefully. However, if you have more questions, know that our staff is here to assist you.

The administrative office is located at 80 Congress Avenue (corner of Centre and Congress Streets with parking lot access from Congress Street) and is open from 8:00 am to 4:00 pm Monday through Friday. The phone number is **443-3116**.

At Bath Housing, our commitment is to treat everyone fairly. Our management philosophy is based on honesty, integrity and open communication. We look forward to working with you.

Sincerely,

Debora Keller
Executive Director

Debora Keller, Executive Director
Jessica Irish, Director of Housing
Kevin Boyle, Property and Voucher Manager
Lisa Huber, Occupancy Manager
Sarah Rockwell, Housing Associate
Sara Almy, Office Manager
Kristen McEvoy, Resident Service Coordinator
Kathy Smith, Resident Service Coordinator
Joshua Dubois, Maintenance Supervisor
Karl Beane, Maintenance Technician II
Terry Layton, Maintenance Technician II
Jonathan Lucas, Maintenance Technician II

Updated: 9/24/2020 BHA
Reviewed:

Before you Move In

A Read Your Lease and Resident Handbook

Your lease and resident handbook spell out your obligations and ours. If you have any questions about your lease, please call our office. We are here to assist you.

B Review the Move-In Inspection Report

You will receive the Move-in Inspection Report when you sign your lease. Please make sure it accurately reflects the condition of your apartment and its equipment. If anything is missing or in poor condition, be sure it is noted on that report.

C Ask Questions

If you do not understand any part of your lease or the inspection report, check with the office. If you have questions about your apartment, please call the office. One of our maintenance staff will be happy to show you how everything in your apartment works. This is the time to ask questions.

D Mail

When you move in to your new apartment, please remember to change your mailing address with the local post office. If you have questions about how to fill out your change address form, please call the Resident Service Coordinator for Bath Housing.

E Familiarize yourself

To find resources, learn about events in your building, or to connect with our staff, visit our website at <http://bathhousing.org/>

Things to Know When you Move In

A Rent Payments

Rent is due on the 1st day of each month. Rent can be paid in person, by mail, or by dropping it off through the mail slot in the door of the Administrative Office. Please note that Bath Housing does not accept cash. Rent Payments can be made by check, money order, or through Electronic Fund Transfer.

Electronic Fund Transfer (EFT) allows a residents rent and excess utility fees to automatically come from a checking or savings account. This option was added in 2014 at the request of residents. We encourage you to set up EFT. To do so, please contact the office at 443-3116.

Personal checks will be accepted for the exact amount of your rent. Returned checks will be assessed a \$25.00 charge. Checks returned twice for insufficient funds will no longer be accepted by Bath Housing. We will be happy to talk with you about other rent payment options.

B Late Payments and Other Charges

Rent is due on the 1st day of each month. If rent is not paid in full by the 15th, a late fee is charged and you will receive a standardized notice for non-payment of rent. The late fee is calculated at 4% of rent owed. Three or more late payments of rent in a one year period is a material lease violation and may result in eviction. If you are having problems paying your rent, we ask that you please call or come in and discuss it **BEFORE** your rent becomes delinquent. We are here to help you. Communication is the key to successful tenancy.

Charges for damages, extraordinary maintenance or special services (as mentioned in this handbook) are collectable by check or money order. These cannot be paid using EFT at this time.

C Deposits

When you sign your lease you will be asked to pay a security deposit. The security deposit will be the same amount as your calculated monthly rent. This is a one-time charge. There are two options for paying your security deposit.

1) Paying it all at one time or 2) Making a minimum monthly payment of \$25 until the deposit is paid in full. Security deposits can only be paid in the form of a separate check and money order. It cannot be lumped into your rent payment.

Keeping your apartment in satisfactory condition, less normal wear and tear, will allow you to get back your security deposit. Any money owed on your rental account or due because of damage to the unit or its equipment will be deducted from the deposit. Any funds remaining from the security deposits will be refunded within 30 days of the time you move out.

D Insurance

Bath Housing carries insurance on the buildings but does not provide coverage on residents' furnishings or personal property. We encourage residents to research and purchase renters insurance.

E Reasonable Accommodation

The Bath Housing is committed to the letter and spirit of the Fair Housing Act, which, among other things, prohibits discrimination against persons with disabilities. In accordance with our statutory responsibilities and management policies, we will make reasonable accommodations in our rules, policies, practices, or services, when such accommodations may be **necessary** to afford persons with disabilities an equal opportunity to use and enjoy their housing communities. If you would like to request such an accommodation, please contact the office or visit our website for the appropriate forms.

Care and Upkeep of your Apartment

A Work Orders

Please report all maintenance problems promptly to the Bath Housing office at 443-3116. Work orders include those in your own apartment and those located building wide. A work order is generated by office staff when you call and report a problem. Do not approach maintenance staff in the buildings with a work order request. All work orders must be called into the office so that we can generate a record of the problem and track its resolution. Never hesitate to call the office for a work order or ask a question about a work order.

Whenever a problem arises we encourage you to report it during office hours if at all possible. Whether it is a matter of rent, repairs or information always call the office number. After hours the Answering Service will contact Bath Housing Personnel. Please make sure after hours calls are emergencies. We encourage you to report problems promptly. The longer a problem goes on the harder it is to repair it.

B Replacement/Repairs Alterations

Bath Housing apartments have to meet a variety of requirements over a long period of time. We ask that you please call the office if any repairs or alterations need to take place. Please do not take on any repairs or replacements on yourself. Our maintenance staff is here to help.

Please report all plumbing problems promptly. Leaking faucets and running toilets can have a huge impact on water consumption. Issues that go unresolved can become significant repair issues with great impact to your unit and the building.

The upkeep and cleanliness of your apartment is YOUR responsibility, while REPAIRS to the structure or equipment are OUR responsibility. Repairs due to normal wear and tear are Bath Housings responsibility. Damage caused by you, family members, your guests or visitors will result in a resident charge for the actual cost (materials & labor) of the repairs. We have a list of typical "sundry charges" posted at the office. We will accept responsibility for mysterious damages only if they have been promptly reported both to us and to the Bath Police Department.

C Inspections & Repair Calls

We are required to make an inspection of all our units at least once a year. Other inspections and repair calls are made as required. The lease provides that you will permit our authorized representatives to make inspections during reasonable hours.

The lease also provides that after giving you reasonable advance notice (at least 24 hours), we may enter any part of your dwelling to make improvements or repairs. We will enter without notice only when immediate health or safety are involved, or to protect our property.

D Decorating

- Painting done by anyone other than a Bath Housing employee must be approved in advance. The resident will be responsible for returning the unit to its original state or the cost of doing so upon departure. Residents will be held responsible for any damage caused by painting.
- **Never use contact paper on the walls.**
- Use nails with hook-type picture hangers for pictures rather than ordinary nails.
- Exercise caution when hanging heavy mirrors, etc., place them on the wall only where there is a stud.
- Do not adhere anything to the walls with tape or glue.
- Tape on windows is acceptable, as long as it is completely removed after use.

E Bed Bugs

Because the eradication of bedbugs is difficult and costly, Bath Housing requires the Resident and any guests of the Resident to cooperate fully in the treatment solution and policies relating to controlling bedbug infestations. Resident's failure to comply shall constitute grounds for termination of tenancy.

This serves as an acknowledgement that all parties are aware of bedbug issues and will cooperate throughout the tenancy to deal with potential issues at the Property, whether or not any bedbug issue originates from the Resident's unit. Bath Housing has inspected the unit and is aware of no bed bug infestation, and Resident claims that all furnishings and personal properties to be moved into the unit are free of bedbugs.

Bath Housing represents that it is not aware of a current infestation or presence of bedbugs on the Property. If there was a prior infestation, it has been professionally treated by a licensed pest control professional.

Resident represents that (i) Resident is not aware of any bedbug infestation or presence in any of furniture, clothing, or personal property and possessions; (ii) Resident has fully disclosed to Property Management any previous bedbug infestation at this Property or any prior rental; and (ii) if the Resident previously lived in an apartment or home that had a bedbug infestation, the Resident had all furniture, clothing, and personal

property or belongings professionally and properly cleaned and treated by a licensed pest control professional.

Resident hereby agrees to prevent and control possible infestation of bedbugs by adhering to the below list of responsibilities for the duration of the tenancy:

- A. **Inspection.** Check for hitch-hiking bedbugs. If you stay in a hotel or another home, inspect your clothing, luggage, shoes and personal belongings for signs of bed bugs before re-entering your unit. Check backpacks, shoes and clothing after using public transportation or visiting theaters. After guests visit, inspect beds, bedding and upholstered furniture for signs of bedbug infestation.
- B. **Duty to Report.** Resident shall report any problems within twenty-four (24) hours to Bath Housing. Even a few bedbugs can rapidly multiply to create a major infestation that can spread to other units. The Authority must be given access to the Resident's unit for inspection within twenty-four (24) hours of Resident being given written notice.
- C. **Mandatory Cooperation.** Resident shall cooperate with pest control efforts. If your unit or a neighbor's unit is infested, a pest management professional will be called in to inspect and treat the Property for bedbugs. Resident may not attempt to treat bed bugs on their own.
- D. **Bedbug Treatment.** In the event of a bedbug issue, Resident must comply with recommendations and requests from the pest control specialist prior to professional treatment.
- E. Bath shall not be liable for any loss of personal property to the Resident as a result of an infestation of bedbugs.
- F. The Resident's unreasonable failure to completely comply with the pest control measures may set forth will result in the Resident being financially responsible for all pest control treatments of the dwelling unit arising from the Resident's failure to comply. Bath Housing may charge the Resident a reasonable amount of any such assistance subject to a reasonable repayment schedule, not to exceed six (6) months.
- F. **Default.** Any Default of this rule by Resident shall entitle Bath Housing to pursue all rights and remedies available under applicable law including, but not limited to, terminating the Resident's Lease for material non-compliance.

Any one of the following shall be considered material non-compliance of the Lease:

- (i) Any misrepresentation by the Resident related to this rule;
- (ii) Failure to promptly notify Property Management of the presence of bedbugs;
- (iii) Failure to adequately prepare for treatment in the sole discretion of the pest control professional;
- (iv) Refusal to allow personnel to inspect the Premises;
- (v) Any action that prevents treatment of the Resident's unit or the Property, or potentially hinders treatment of or increases the bedbug issue.

General Policies

A Keys & Lockouts

Bath Housing gives new residents two sets of keys to the building front door, an apartment key, and mailbox key. You may have copies made if you want but please be sure you know who has them. You must not change or tamper with your door locks. If you lose your key and require a new copy, a fee will be assessed per the Sundry Charge List in effect. Call the office if you have a problem.

Before you go out and lock the door behind you, make sure you have your keys with you. If you are locked out and require Bath Housing staff to let you in, a lockout fee will be assessed per the Sundry Charge List in effect.

B Garbage

All garbage, rubbish, etc., must be disposed of in the designated receptacles. Please appropriately bag all garbage. Do not toss loose garbage into the dumpster. It is the responsibility of each resident to keep the area around the trash containers clean and neat.

C Recycling

Bath Housing recycles. A recycling receptacle is available at the Moorings (in the parking lot) and Dike's Landing (at entrance doors). Please refer to the list of acceptable items to recycle at each property. All recycled items must be free of food debris. Your cooperation with our recycling efforts is appreciated. Anchorage residents can use City of Bath curbside recycling. Contact the office for more information.

D Washing Machines & Dryers

Coin operated washing machines & dryers are provided in each of our buildings. These are owned and serviced by a third party vendor called Mac Gray. Please call them at 1-800-622-4729 for any service related issues. You are required to supply your own detergent.

E Automobiles/Parking

Your lease outlines Bath Housing's Parking Policy and automobiles must be parked in accordance with the policy.

A few highlights:

Bath Housing does not assign individual spaces.

- Visitors should only be parking in the marked visitors parking area.
- Those parked in handicapped spaces without proper tags or outside the marked areas will be ticketed and possibly fined/towed.

- If you have a significant disability and need help finding manageable parking, come talk to us about it. We are here to assist you.
- Automobiles are not allowed on the lawns, walks or any unpaved areas.
- Abandoned, non-operative, or unregistered cars will not be allowed in parking lots, or on any Bath Housing property. Owners are responsible for their prompt removal or they will be towed at the owners' expense.
- There are to be no automotive repairs done on vehicles while in the Bath Housing parking lots.

F Pets

Bath Housing loves pets. Our Pet Policy outlines the requirements around pet ownership. If you have or want to have a pet, be sure you have discussed it with the office.

G Guests/ Boarders

Guests are limited to a total of 14 days per guest per calendar year (no more than seven consecutive nights in a six-month period). Stays that exceed seven days in a six-month period are considered boarders and are grounds for eviction. Your lease specifically prohibits you from adding boarders or subletting your unit. Please communicate with the office if you have any questions or medical issues that may require guests to stay for longer periods.

H Prolonged Absences

When you are going to be away for two (2) weeks or more please let the office know in writing. We do not want people to worry if they haven't seen you when they expect to. Bath Housing must be your primary residence. Absences in excess of 60 consecutive days without written documentation of need, or longer than 180 continuous days for medical reasons, are considered cause for lease termination.

J Reporting Changes of Income

Your lease requires that you report any changes in your income **at the time the change occurs.**

K Termination of Lease

Your lease may be terminated at the end of any month after the initial year, by giving Bath Housing at least 30 days prior notice in writing. The termination period will begin when this information is received by the office.

L Recertification and Income Changes

Once per year your income and certain expenses will be reviewed to verify your housing eligibility and to adjust your rent. Income changes must be reported to the administrative office.

M Move Out

Charges may be made for any missing or damaged equipment or property such as window shades, refrigerator parts, doors, broken or cracked plumbing fixtures, screens, glass panels, range parts, holes in walls, etc.

Things to Do When You Move Out

- 1) Give a proper notice (your lease requires a 30-day written notice).
- 2) Clean up all trash and put it in the dumpster. Contact the office if you anticipate a large volume of trash, fees may be applied for certain large items (see Sundry Charge List).
- 3) Leave the apartment and appliances neat and clean.
- 4) Be sure to pay your rent through the number of days you need to use the unit. Your security deposit (if any) will be refunded to you within 30 days by mail, after the condition of the apartment and the equipment has been checked. Any charges for damage to the apartment, equipment or unpaid rent will be deducted from the security deposit.
- 5) Please load at the curb. Do not back trucks or trailers over the curb or on the grass.
- 6) A move out inspection should be scheduled with the Property Manager.
- 7) Leave your keys and forwarding address at the office. If you move out on a weekend, put your keys in an envelope, write your apartment number and forwarding address on the envelope and leave it at the office. The Bath Housing office has a mailbox slot located on the front door.

N Abandoned Personal Property

As soon as you turn in your keys, or the final move out date passes, any property left behind in the apartment is presumed to be abandoned. Before you turn your keys in the door for the last time, take a look around to make sure you haven't forgotten anything.

O Eviction Charges and Fees

If Bath Housing initiates the eviction process, a resident may avoid or settle the eviction, but they will be charged for the court filing fee and cost of serving the court papers.

Safety Policies

A Complaints

Bath Housing asks all residents to respect your neighbors and to be respectful. If you are having a problem with a neighbor, please attempt to speak with them directly about your concern. Most issues can be resolved immediately with open communication. If you are uncomfortable talking openly with your neighbor, please call the Resident Service Coordinator at (207) 443-3116, to consult about the issue. We do understand that some complaints require our assistance. If you have a property related or resident related complaint that does not resolve in a timely manner, please follow these guidelines.

1. All complaints must be submitted to the office in writing to the Property Manager. While verbal complaints may be taken, they must be signed by the resident to properly acknowledge the complaint is accurate. All complaints are confidential.
2. The complaint will be reviewed and delegated to the proper staff member.
3. The office will send a follow up letter informing the resident that we have received the complaint.
4. Trust that our office will follow up on the complaint. We cannot report back to you about our actions. This would violate confidentiality.
5. If the issue is a safety or life threatening emergency CALL 911 and follow up with the office in writing.

B Safety Rules

Bath Housing strives to provide the best safe and affordable housing. We ask that our residents please observe some basic safety rules that benefit everyone.

Basic Fire Safety:

- 1) Keep matches and lighters out of the reach of children;
- 2) Smoking is prohibited in your apartment and only allowed in designated outdoor smoking areas;
- 3) Keep clothing and other flammable articles away from kitchen range;
- 4) Remove trash regularly;
- 5) Disconnect your iron if you are not using it; and
- 6) Be extra careful when you have hot grease on the range. Always remove grease from burners and turn burners off before leaving the room, even just for a moment.

The Fire Codes prohibit keeping any flammable fluids such as gasoline, propane or kerosene in your apartment.

C Building Entrance Doors

The building at 47 Floral St. has an entrance call panel. Guests should ring the resident whom they are visiting by using the panel near the entrance of each building. The Property Manager or Maintenance Staff will show residents how to use the call box at move-in. Residents who expect guests to arrive should buzz visitors in. Bath Housing asks that you do not open the door to strangers or the guests of other residents.

D Apartment Doors

Due to Fire Codes, resident doors must stay closed at all times. Please do not prop them open.

E Disturbances

Walls and floors are not sound proof, so be considerate of your neighbors at all times and avoid undue noise after 9 p.m. At no time during the day is it acceptable to cause enough noise to disturb your neighbors. You are responsible for the conduct of family members and your guests. The responsibility for reporting disturbances to law enforcement agencies belongs to the residents.

F Dress code in Common Areas

Residents are required to be fully dressed, including shoes when in the hallways, lobby and community room. Pajamas and robes should only be worn with the Residents apartment.

For the comfort and health of all residents, the community room is a scent free environment. Please refrain from the use of perfumes and scented products when utilizing community spaces. Scented air fresheners etc., should not be utilized in community hallways.

G Winter Parking

The first priority of Bath Housing's maintenance team is to remove snow from primary access roads and shared primary entrance, allowing a clear path for emergency vehicles. Until the storm ends, they will continue to keep the primary access road clear. Once the storm ends, they will proceed to shared parking areas and any walkways included in the building's snow removal procedure. Snow removal will commence by 7AM for storms ending during the night.

It is your responsibility to move your vehicle when notified. Failure to move your car makes plowing very difficult and inhibits the ability to clear the parking lot. If you do not move your vehicle when called, it may result in your car being towed. All residents are responsible for cleaning their vehicles and immediate area around their vehicles.

Notification will be made via automated phone system. Do not move your vehicle until you are notified. Once notified, you must move your car as quickly as possible.

H Winter Clearing of Walkways

Please see the Bath Housing Snow Removal Procedure.

I Space Heaters

The use of oil, propane or electric space heaters is not permitted at any time.

J Heat/Windows

Winter. Please help us be energy efficient keep the heat in your apartment at a reasonable temperature. A suggested reasonable temperature being 70 degrees. Windows should be kept closed and locked at all times during the winter season. Wasting energy by leaving windows open during the winter is subject to excess utility fines.

Summer. During summer months, please make sure to prevent wind and rain damage by closing your windows during storms.

K Air Conditioners

Window air conditioners are allowed. There is a monthly fee for utility consumption per air conditioner. (As of August 2015, this is \$8/month. Please note this fee is subject to change with prior notice.)

Effective with the 2016 summer season, air conditioners shall not exceed 6,000 BTU's and must be Energy Star rated.

All air conditioners must be removed during the winter months. Maintenance will schedule the installation of air conditioners during the month of May. Maintenance will schedule the removal of air conditioners and let you know in writing by September 1 what day air conditioners will be removed.

L Electric Range

Wipe off the top of your range after each use. Once a week, raise the top burners and clean the drip pans; and clean the oven. Use of aluminum foil under top burners makes cleaning easier. All units are equipped with new drip pans at time of lease up. There is a sundry charge for replacement of drip pans and/or rings subsequent to lease up. Use of aluminum foil to line ovens is prohibited.

M Bath Housing Smoke Free Policy

Introduction:

Bath Housing recognizes that smoking and the use of tobacco products on our grounds is detrimental to the health and safety of everyone. This agency supports an environment where residents, employees, and visitors are not exposed to the harmful effects of secondhand smoke and are supported in efforts to live and work tobacco-free.

Policy:

Smoking is prohibited in all Bath Housing properties. This includes all indoor and outdoor areas (apartments, common areas, entry areas, walkways, grassed areas, picnic areas, parking lots, vehicles owned by Bath Housing, and private vehicles parked on property).

This policy applies to all individuals on Bath Housing Property, including but not limited to employees, visitors, residents, subcontractors, volunteers, and vendors.

Definition:

The term “smoking” shall include the inhaling, exhaling, burning, or carrying of any lighted cigarette, lighted cigar, electronic smoking device that creates an aerosol or vapor, hookah, water pipes, other tobacco product, marijuana, and illegal substance, in any manner or in any form. For the purpose of safety, the definition of smoking also includes the use of candles, fuel-based lanterns, gas grills, and incense.

Exception:

Smoking is allowed in one designated smoking area per property. The area will be determined by Bath Housing and shall be changed by Property Management if it is determined to be in the best interest of affected residents. Each smoking area will be located at least twenty-five feet from the property and include, at minimum, one bench and one cigarette receptacle. The designated area is a common space; residents may not leave private furniture in the designated area. Bath Housing will collect any private furniture left unattended in the designated area. For properties with six or fewer units, smoking must occur 25 feet from the building, no area will be designated. Bath Housing reserves the right to move to a smoke free campus, should there be evidence that the wellbeing of residents is jeopardized by providing designated areas.

Responsibility:

It is the responsibility of Property Management to educate new residents about this policy. Violation of this policy will be treated like any other violation of lease, resulting in notices, up to and including eviction.

It is the responsibility of Bath Housing staff to educate residents about the Smoke Free Policy. Signage and printed material will be available for visitors at the main entrances at each of the complexes.

It is the responsibility of each resident to inform guests of the smoke free policy. Any incident of smoking inside the building or outside in non-designated areas must be reported. Bath Housing encourages residents to make reports in support of their personal health due to secondhand smoke intrusion.

It is the responsibility of supervisors to educate their employees about this policy. Violation of this policy will be treated like any other policy infraction as stated in the employee handbook.

All employees and residents have a responsibility to promote this policy and ensure that all visitors, vendors, subcontractors, new residents and fellow employees are aware that Bath Housing adheres to the policy. Bath Housing's efforts to designate the premises as smoke free do not make Bath Housing or any of its managing agents the guarantor of the Resident's health or of the smoke-free condition of the unit and common areas.

Bath Housing reserves the right to use or replace existing smoking detectors at its discretion and at random.

Emergency Policies

A Medical Emergency

If you have a medical or safety emergency at any time, please call 911.

In case of a property related emergency, call our office. Staff will answer the phone during normal business hours. Bath Housing has an answering service for non-business hours. Please reserve calling after-hours for true property related emergencies. These include: health and safety issues such as plumbing, electrical, odor, lock outs or any other property issue. Explain the issue clearly. Bath Housing Personnel will be notified of any emergency issues by the answering service.

B Fire Drills

Each building has its own fire evacuation plan that is posted. Please take the time to locate the evacuation plan for your building and review the route. Bath Housing will hold fire and evacuation meetings, fire and fall prevention meetings, and alarm tests from time to time. Please feel free to ask any questions regarding safety concerns.

C Emergency Pull Cords

Emergency pull cords are located in each apartment. Pull cords should be activated only if there is a medical emergency. When the pull cord is activated, emergency personnel are immediately dispatched to the property.

Located in the bedroom and bathroom of each unit, pull cords are to be reachable from within arms-length of the floor. Please do not tie up the cords or shorten them for any reason. This is for your safety!

If you accidentally pull a cord, DO NOT RESET the pull cord. When emergency personnel arrive, you can let them know it was an accident.

D Public Health Emergencies

Residents not following and acting in accordance with the Governor's Executive Orders and CDC mandates related to COVID-19 and public health directives shall be in default of their lease.

Resident Services

A What is a Resident Service Coordinator (RSC)?

The RSC works with residents to access the services and resources they want and need for independence and self-sufficiency, life satisfaction and well-being.

The Resident Service Coordinator can help you connect with services and benefits such as:

- Benefits Programs
- Home Health Services
- Homemaking Services
- Mental Health Services
- Legal Assistance
- Transportation
- Job Training Programs
- Volunteer Programs
- Educational Opportunities
- Housing Rights
- Reasonable Accommodations
- General Paperwork questions
- Any other concern that you have pertaining to your housing
- Community Health Services

The RSC can assist the public housing community by:

- Promoting communication between residents and Bath Housing Management
- Providing relevant educational programs
- Addressing community concerns
- Supporting resident social and recreational initiatives
- Acting as a resident advocate
- Helping to resolve resident conflicts

Please let us know what your interests and talents are. We are here to facilitate and offer support.

B Confidentiality

Information you share with the RSC cannot be disclosed outside Bath Housing. In order to share information with outside agencies, family or friends the resident must have a signed release on file. Confidentiality is waived if:

- A resident is a danger to him/herself or others

- The RSC is required to reveal information in a court of law.
Before making any referral for you, the RSC will ask you to sign a release.

C Community Rooms and Courtyards

Most of Bath Housing's buildings include a community room and Courtyard. These rooms are provided for the enjoyment of residents. Should you wish to host a gathering in the community space, please use the following guidelines:

- 1) **Private Function:** Notice should be posted on the community room door and the bulletin board of the building one week in advance of the event. The notice shall include date, time and the name of the resident sponsoring the event. Please note:
 - a. Bath Housing staff will not be available to assist in any way;
 - b. You are responsible for cleaning up following use of the community room.
 - c. Any resident may hold a private function than includes only certain members of the building's community. If more than half the residents will be invited, the function must become open to all residents.
 - d. A signup sheet may be generated and hung on the bulletin board for events that are open on a first come first serve basis at least three days in advance. The signup sheet will be kept in the community room for reference during the event.
 - e. Due to high demand, the community space may not be reserved for private events on the following days;
 - 4th of July
 - Thanksgiving
 - Christmas Day
- 2) **Public Function:** Any public function to be held in the community must be pre-approved by Bath Housing at least one week in advance. The request for the function must include the date, time, name of resident sponsoring the event, purpose of the event and a security plan. Please note: ALL funds raised in public events held in Bath Housing community rooms must support resident activities. In addition;
 - a. The community room cannot be used for any sort of yard sale or flea market – either to store items before or after the sale or to host the actual sale;
 - b. Any signs promoting the event must meet the City of Bath standards for advertising;
 - c. Bath Housing staff will not be available to assist in any way;
 - d. You are responsible for cleaning up following use of the community room.
- 3) Consumption of alcohol is not permitted in community rooms or courtyards.

D Bulletin Boards

Events that are taking place are noted on this board. Those who have posted the event should be the ones responsible for removing. Other residents should not remove notices they did not post. No solicitation is allowed in any building.

E House Committees

A Resident Council (House) Committee has been established at the building at 47 Floral. These are resident elected representatives who meet to discuss issues relative to the buildings, help facilitate communications with the administrative staff and serve as a resource for planning social activities. They are not a substitute for reporting maintenance work orders for individual issues.

F Internet Use

Bath Housing provides access to wireless internet as a service to its residents in some community spaces. Bath Housing does not guarantee continuity or speed of internet service. Bath Housing assumes no responsibility for the safety of equipment or for [laptop or any device] configurations, security, or data files resulting from connection to the wireless network. Bath Housing does not provide technical support related to internet connection. Residents should not call in work orders for technical support issues. Bandwidth offered by the service will have limitations for larger downloads and streaming.

The wireless internet will be password protected; please do not share the password with anyone that is not a resident of the property.

Each person is responsible for his or her own use of the internet. Individuals accessing the internet are responsible for adhering to all state and federal laws pertaining to illegal content, illegal download, copyright infringement, personal privacy, etc.

Bath Housing does reserve the right to discontinue wireless internet in the community rooms at any time.

Community Resources

A General Services

Comcast Service Center (800) 266-2278
336 Bath Rd, Brunswick, ME 04011

Fair Point Communications (866) 984-2001
766 High St, Bath, ME 04530

Central Maine Power (207) 729-1195
280 Bath Rd, Brunswick, ME 04011

Bath Police Department (207) 443-5563
250 Water Street, Bath, ME 04530

Bath Fire Department (207) 443-5034
864 High Street, Bath, ME 04530

B Food Pantry and Soup Kitchens

Bath Area Food Pantry at 807 Middle St. Bath, ME. Hours and days: Tuesdays and Thursdays from 5pm-7pm. Phone: (207) 737-9289. Tuesdays and Thursday from 2pm-4pm- Students and Case Workers only.

Bath Area Kitchen Table. 807 Middle St. Bath, ME. Hours and days: Tuesdays, Thursdays 12:00pm-1:00 Phone: 737-9389

The Salvation Army of Bath Maine. 25 Congress Avenue. Hours and days: Mondays, Wednesdays and Thursdays from 10am-1pm. Phone: (207) 443-3611.

Midcoast Hunger Prevention. 84 A Union Street, Brunswick Maine. Hours and days: Monday, Friday, Saturday from 11 a.m. to 2 p.m. and Wednesday from 11 a.m. to 4 p.m. For more information, stop by our offices or contact Sue Elsaesser, Food Pantry Coordinator, 725-1151 x11 or se@mchpp.org.

The Little Flock Non-Food Bank. Bath Seventh Day Adventist Church. 889 High Street Bath, ME 04530. Hours and days: Every other Wednesday of the month from 10am-2pm. Please call at (207) 443-9333 for information about the next non-food bank. Items available are: toiletries, paper products, laundry products, trash bags, and other non-food related items.

Meals on Wheels: 35 Union Street, Suite 1 Brunswick Maine. Contact Spectrum Generations of Brunswick to arrange delivery at (207)-729-0475.

The Midcoast Hunger Prevention Soup Kitchen. 84 A Union Street Brunswick Maine. Hours and days: Monday through Saturday from 11am – 12:30pm. For more information about the Soup Kitchen, or to find out on how you can get involved; contact our Temporary Soup Kitchen Coordinator, Holly Fenn 725-2716 x304 or hfenn@mchpp.org.

Other food resources: United Way at 211.

C Financial and Legal Assistance

United Way dial 211

Tedford Housing (207) 729-1161

Maine Department of Health and Human Services (207) 624-8090

Bath Maine General Assistance (207) 443-8335
55 Front Street, Bath, ME 04530

Midcoast Maine Community Action (800) 221-2221 or (207) 442-7963
34 Wing Farm Parkway, Bath ME 04530

Salvation Army Bath, ME (207) 443-3611

Maine Equal Justice: www.mejp.org or 207-626-7058

Pine Tree Legal: <http://www.ptla.org/welcome> or (207) 774-8211

KEPRO Assessments <http://www.measses.com/> or 207.239.3201

Legal Services for the Elderly www.mainelse.org 1 (800) 750-5353

Maine Volunteer Lawyers Project 1 (800) 442-4293

I/we by my/our signature(s) below, acknowledge that I/we have read and understand the Public Housing handbook updated January 2021 and agree to comply with them.

Resident Signature

Date

Resident Signature

Date

Property Manager Signature

Date