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HOUSING AUTHORITY OF CITY OF BLUE RIDGE  
30 OUIDA ST. BLDG G1  
BLUE RIDGE, GA. 30513

PHONE: 706-632-5742 FAX: 706-632-2406

Tonya Nuelle – Board Chair  
Bill Tilly – Board member  
Donna Gay – Board Member  
Deb Cantrell – Board Member  
Donnie Kent – Resident Board Member

## **(“DRAFT” # 1) HOUSE RULES**

**Effective Date: January 1, 2020**

### **BLUE RIDGE HOUSING AUTHORITY**

#### **Managing**

#### **BLUE RIDGE SCATTERED SITES (001 and 002)**

These guidelines and policies have been established as an easy reference for you in your new home. Each resident should, and furthermore, should ensure that other members of the household and guests follow these rules as a condition of occupancy.

It is and always has been the responsibility of the resident to comply with all conditions and terms of the Lease Agreement and House Rules. The Housing Authority is held to a high standard of responsiveness towards its resident population and makes great strides to create “*a better place to live*” for all resident families. Residents are encouraged to call the Executive Director at 706-632-5742 with any comments or concerns regarding the Lease or House Rules.

#### **RENT AND RENT COLLECTION**

THE AUTHORITY AND RESIDENTS MUTUALLY AGREE AND UNDERSTAND THE FOLLOWING:

- The Multifamily Lease, Form HUD-90105a, is a HUD approved model lease and cannot be changed or altered in any way.
- Rental charges are determined by Federal Law.
- **Rent is due** on or before the first day of each month and shall be paid in compliance with Section 3 of your lease.
  - An outside secure drop-box is provided at the administrative office for after-hours payments or correspondence.
  - Do not put cash in the drop-box. Personal Check or money order is the only acceptable method of payment.
  - **No partial payments will be accepted.**
- Changes in rent and notice procedures will be made in accordance with the lease agreement.
- Failure to make payments due under the lease is a serious violation of material terms of the lease.
- Repeated violations of the lease will result in lease termination and eviction.
- Warrants will be filed on 15th day after rent is past due. Eviction procedures will be according to the guidelines of the applicable locality.
- Every legal effort will be made to collect accounts due for tenants in possession as well as vacated tenant’s accounts.
- Repeated Magistrate Court Action of two (2) times within a 12-month period shall result in eviction.
- A resident whose account may require court action for collection of other lease violations will not be considered for re-occupancy for 12 months from the date of the vacancy.

#### **CODE OF CONDUCT AND BARRING GUIDELINES**



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The philosophy of Public and Assisted Housing from its beginning was to maintain the premises and neighborhoods in a safe, decent and sanitary condition.

The Blue Ridge Housing Authority has prepared a guideline on the Code of Conduct for residents and their visitors and guests. Residents are made aware that guests/visitors are their responsibility and violations of the Code of Conduct may result in disciplinary action including barring and/or arrest of the guest/visitor and/or eviction and/or arrest of the tenant.

### **Code of Conduct for Residents and their Visitors/Guests and Barring Guidelines**

#### **I. Visitors**

Visitors to all our housing communities are warmly welcome; however, the lease signed by each adult resident makes the head of household responsible for the conduct of their guests.

Visitors are expected to act in an appropriate manner at all times and should limit their visit to the resident's apartment and yard. Loitering and disturbing the residents of the housing complex will not be allowed. Visitors should obey the "No Loitering" signs posted throughout the housing communities and refrain from creating a disturbance.

Visitors and residents are expected to abide by all the laws which govern the conduct of any other citizen of Blue Ridge, Georgia and Fannin County Georgia. A violation of any such law or ordinance will be a violation of this policy. Some of the more obvious examples would be trespass and criminal damage to property. Other examples include but are not limited to:

#### **A. Drug/Alcohol Violation**

- The sale, use, possession or distribution of illegal drugs or sale of alcoholic beverages on Housing Authority property is prohibited.
- Possession of alcoholic beverages in an open container outside the residence, in a parking lot, street, or other common area is prohibited. Conduct in violation of the City of Blue Ridge open container ordinance is also a violation of this policy.

**Methamphetamine: Residents or non-residents who have been arrested for manufacture, use or distribution of methamphetamine shall receive a lifetime ban from Blue Ridge Housing Authority.**

#### **B. Interference and Intimidation**

Interference with and intimidation of BRHA staff, residents and or their guests/visitors or any law enforcement officers.

#### **C. Threats of Harm and Profanity**

Threats of harm or use of profanity towards BRHA staff, resident and or their Guests/Visitors or law enforcement officers.

#### **D. Loitering/Trespassing**

Loitering or any conduct that constitutes loitering or prowling under the laws of this City and State. Entry into an area which is not open to the public at the time of entry.

#### **E. Gambling**

Any activity which constitutes the offense of gambling under the laws of the State of Georgia.

#### **F. Refusal to Identify Self**



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Refusal to present sufficient identification to verify one’s identity to BRHA staff or any law enforcement officer.

G. **Loud Music**

Playing loud music in an automobile, on BRHA property or activity that would constitute a violation of the City of Blue Ridge Noise Ordinance. This property has **“quiet time” from 10:00 P.M. until 8:00 A.M in ALL developments.**

H. **Fraud in Obtaining Housing Assistance**

Residents or applicants are prohibited from fraudulently obtaining or attempting to obtain rental assistance or a reduction in rent and includes any person who assists another in violation of this law. Any visitor who is determined to be “staying” with or an “unauthorized guest” of a resident is a violation of a tenant’s lease and will be barred and/or prosecuted.

I. **Other Illegal Activities**

The above list of examples is for illustrative purposes only and is not all inclusive. Any conduct that is offensive under the laws pertaining to the other residents of the City of Blue Ridge and Fannin County Georgia shall also be a violation of this policy and subject the offender to disciplinary action and/or arrest.

II **Barring**

Non-residents who violate any of the prohibited acts or laws of the State of Georgia while on BRHA property are subject to being barred for 90-days, one year, two years, five years, ten years or indefinitely depending on the circumstances and severity of the infraction. If the offender has been sufficiently identified and an address is available, a written notice will be mailed to that address. However, the efforts of the BRHA to provide written notice shall not invalidate an oral notice which shall have the same force and effects as a written notice, if properly served.

III **Appeal Conferences**

Non-residents who are barred from BRHA properties will be provided an opportunity for an appeal conference to discuss the measures taken against the individual. Any request for an appeal conference must be filed in writing at the BRHA office located at 30 Ouida St. (Bldg. G-1) Circle, #147, Blue Ridge, Georgia 30513 within ten (10) days of being barred.

IV **Entry Conferences**

Non-residents who have been barred from BRHA property must call 706-632-5742 or visit the BRHA office at 30 Ouida St. Bldg. G-1, Blue Ridge, Georgia 30513 to schedule a conference with the Executive Director and, when necessary, a representative of the Blue Ridge Police Department/Fannin County Sheriff's Department before he/she will be allowed to visit the property from which he/she was barred.

**UTILITIES**

- All utilities must be put in the head of household’s name before moving into the apartment or otherwise instructed or allowed by prior approval from the BRHA Executive Director. A copy of the receipt for utility deposits must be given to management before residents will be given keys to the



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apartment. Failure to promptly report a utility disconnection will be a lease violation. Failure to promptly report needed repairs to plumbing, electrical fixtures, appliances or heating and air conditioning equipment could result in resident's responsibility for increased cost of use or repairs.

- The water on this property is for resident's residential use only. Water cannot be used for business purposes or for washing cars and/or filling up water containers, wading pools or any other purpose other than drinking and normal household use for the residents' family only. Residents are not allowed to wash guests or other non-residents clothing or use water for other unauthorized purposes.

### **GUESTS, BOARDERS AND LODGERS**

- The apartment shall be occupied only by persons named on the resident's lease. At All times Residents are responsible for their guest's behavior while on the premises.
- No guest will be permitted to visit overnight or remain overnight on a regular or irregular basis for more than fourteen (14) cumulative nights within any twelve (12) month period.
- Persons not listed on the lease who give the Housing Authority address as their own to any entity will be considered as a border or lodger.
- No barred persons will be allowed into the apartment or on the premises at any time unless prior approval from management is received in writing.

### **SCHEDULE OF CHARGES TO TENANTS**

Our Board of Commissioners has established a schedule of charges to tenants in order to maintain reasonableness in the charges assessed against residents for damages and other authorized charges. ALL Charges will be charged at cost to the household and receipts will be given for back-up reference. This Schedule will be posted in the lobby of the Administrative office located at 30 Ouida St. Bldg. G-1 Blue Ridge, GA 30513. All balances must be paid by the end of each month or the HOH MUST enter into a "Repayment Agreement" in order to pay off the balance; time frame of the "Repayment agreement" will be established on an individual household basis.

### **FIRE PREVENTION AND RESIDENT SAFETY**

It is the resident's responsibility to help prevent fires and safety hazards. To help ensure resident safety and the protection of real and personal property, the following guidelines have been established. If you experience a fire, leave the premises and call 911 immediately and then notify the housing manager.

- Residents shall not store pots, pans, cooking grease/oils or old food on top of the stove eyes or inside the oven. Cooking grease/oil and food scraps should be removed and discarded appropriately after each use.
- **Do not pour cooking grease or oil down the sink drains.** Allow grease and oils to cool, place in a glass jar with metal lid and then place sealed container in the garbage can.
- Stay in the kitchen when you are cooking. Never leave hot grease/oil unattended. If you must leave the kitchen for a short period of time, turn the stove/oven OFF.
- Keep an oven mitt and lid nearby. If a small grease fire starts in a pan, smother the flames by sliding the lid over the pan. Turn off the burner. Do not move the pan. Leave the lid over the pan until pan is completely cool before removing the lid.
- If a small fire starts in the oven, turn off the heat and keep the door closed to prevent flames from escaping.



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- Keep all flammables, plastic bags, paper products, cardboard, etc. away from the stove/oven area at all times.
- Wear short, close-fitting sleeves when cooking. Loose clothing can dangle into the burners and catch fire if exposed to the flame or hot surface.
- Have a “kid-free zone” of at least 3 feet around the stove and areas where hot food or drink is prepared. Do not allow children to play near or operate the stove or oven.

### **GRASS AND SHRUBBERY**

Repairs as a result of damage to shrubbery, grass and grounds are very costly. Residents should take special precautions to protect the shrubbery, grass and grounds. Residents are not allowed to pull any vehicles onto the grass at any time, while moving in or out, or at any time during their residency.

### **WATERBEDS AND STANDARD BEDDING**

- Residents may not have or keep waterbeds in the apartment.
- All mattresses and bedding must be off the floor and on a bed frame or bed rails.

### **LOCKOUT & KEYS**

- If a resident is locked out of the unit, the applicable charges will be in accordance with our approved “Schedule of Charges to Tenants” which is posted in the lobby of the Administrative Office.

### **VEHICLES**

- **VEHICLE REPAIRS**

There shall be no maintenance or repairs performed on any vehicle on the premises. This includes, but not limited to, jacking up a vehicle, changing oil or any other fluids, changing brakes or any other work of a maintenance nature. Changing a tire is authorized only if the owner or responsible adult is attending the vehicle at all times. No flammables, tires, rims or spare mechanical parts shall be stored on the property.

- **VEHICLE PARKING**

Resident agrees to abide by the parking regulations established by management.

- a. Each apartment has (1) one parking space decided by the BRHA. DO NOT park in any other space or allow your guest(s) to park in a numbered space, unless it is your own.
- b. No vehicle shall be parked in the street or curb, unless it only has “Street Parking”.
- c. Handicap Parking: The reserved designated spaces are to be occupied only by vehicles displaying the proper handicap vehicle identification. Other vehicles will be ticketed and towed at the owner’s expense. Any assigned handicap spaces will be clearly marked with signage.
- d. Motorcycles must be parked in a single parking bay, not on the porch, grass or sidewalk.
- e. Non-operational vehicles are not permitted on premises. Any such vehicle may be removed by management at the expense of the resident or owner.
- f. All vehicles must have inflated tires and current license plates. No vulgar or offensive stickers, tags or other displays shall be allowed on any vehicle.
- g. No ball play is allowed in any parking spaces.
- h. The Housing Authority shall not be liable or responsible for any damage to a vehicle unless the damage was caused by an employee or legal agent of the Housing Authority.

### **GAS AND/OR BATTERY POWERED RECREATIONAL VEHICLES**



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Some motorcycles, 4-wheelers, golf carts and other ATV's are restricted by city law. No gas or battery powered recreational vehicles of any kind shall be driven or stored on Housing Authority property. Illegal use or storage of these vehicles can damage the grass or property, create a fire and safety hazard and create a nuisance to others.

### **SPEED LIMITS**

The speed limit throughout the property is 10 miles per hour. Residents will be responsible for advising all guests of the posted speed limit.

### **AIR CONDITIONER Outside Unit:**

It is imperative that nothing is placed on the top or around the cages because this will reduce the air flow which could cause damage to the air handling unit. Residents are not authorized to place any item on or against the cage, including but not limited to wet mops which will cause the cage to rust and look unsightly. The cages are locked and only our maintenance department is authorized to open them.

### **COOKING GRILLS**

Outside grilling is enjoyable; however, misuse can be very unsafe and can damage the vinyl or grass if not handled with care and caution. Misuse of gas or charcoal grills is considered a fire hazard.

- **Storage of all outside grills shall be limited to the back-porch ONLY** in the area opposite the side where the gas meter is located and at least ten (10) feet away from the gas meter. The gas should be turned OFF at the tank when the grill is not in use.
- The gas tank should remain in the grill at all times and NOT stored separate, on the porch or inside the apartment.
- When in use, gas grills may be used in the rear or front yard only. DO NOT use the grill on the porch as this will melt, stain and damage the vinyl overhead and is considered a fire hazard.
- Allow the charcoal ashes to cool and then place them in a container to be disposed of. DO NOT dispose of used charcoal ashes in the yards, ground or bordering woods.
- If a resident displays repeated violations of fire safety, their right to own and keep a grill on the premises may be terminated.

### **POWER METERS**

All apartments have electric power meters around back. The power provider reads the dial monthly. For the safety and security of our residents and convenience of the power provider, nothing should be placed or stored on or within three (3) feet of your power meter. The distance from gas grills is ten (10) feet (see COOKING GRILLS Above). If any item is left on or near a power meter unattended, the maintenance staff will consider this a safety hazard to the neighborhood and the items will be removed and discarded.

### **FUEL STORAGE**

The Housing Authority maintains the grounds, therefore, there is no reason for a resident to keep or store any type of fuel, other than grill gas (refer to COOKING GRILLS above).

- Residents are not allowed to store any type of combustible fuel on the property for any reason. Gas cans or other fuel containers left unattended is considered a fire hazard and will be removed and discarded.



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## **NOISE**

- Please be considerate of neighbors and refrain from **playing music or televisions too loudly at any time, loud talking, kids playing, etc. and no slamming of doors.**
- This property has **quiet hours from 10:00 p.m. until 8:00 a.m.** This means during these hours, everything quiets down. the BRHA will NEVER allow any type of “Contractor” work on Sundays.

## **MAINTENANCE SERVICE REQUESTS AND WORK ORDERS**

- If residents need routine maintenance work, please contact the office during normal office hours.
- After hours emergency service can be obtained by calling **706-632-5742** and leaving a message. All residents are responsible for reporting any and all issues with their apartment to the BRHA office and to Maintenance, at **706-455-1671**; Leave your name, a brief description of the request and a call back telephone number and we will return the call and address your maintenance request.
- Maintenance will not come out after normal office hours unless the request is a true emergency that endangers life, health, safety or damage to property. If maintenance comes out and they determine that the issue could wait till the next “Business” day then all overtime and costs will be applied to the resident reporting the issue.

## **PLUMBING/SINKS/APPLICANCES**

- Do not pour or put fats, oils and grease down the drains as this will clog and stop up the drain causing damage and repairs that may be charged back to the resident. The proper methods for disposing of fats, oils and grease are as follows:
  - a. Before washing dishes, scrape and dry wipe pots, pans and dishes with paper towels and dispose of materials in the trash. Always use a sink strainer to catch food items, and then empty the strainer into the trash.
  - b. Pour fats, oils and grease, after it has cooled, into a glass or metal container (such as an empty glass jar or metal coffee can) with a secure lid. Once the container is full, secure the lid in place and then place it in the trash.
  - c. BRHA does not service any appliances (washer, dryer, etc.) that are not the property of BRHA.

## **FOOD SCRAPS ON THE GROUND**

The Housing Authority spends a great deal of money, time and effort keeping the grounds looking good. Some residents throw old food scraps, cooking grease or oil on the ground, usually near the back door. This practice does damage in several ways:

- Food, oil or grease will not only kill the grass, it will contaminate the soil which will prevent grass from growing there in the future. The contaminated soil then has to be removed, new fresh soil put back in and new grass put back in place. The cost can run into the hundreds of dollars.
- This practice attracts unwanted dogs, cats, rats, raccoons, skunks and other animals. Stray dogs, feral (wild) cats, bears and other wild animals are very dangerous and unpredictable. Studies show that once you feed wild animals, the likelihood of an attack is increased.
- This practice attracts roaches, ants, spiders and other insect pests that can enter your home. The Housing Authority spends thousands of dollars each year on pest control. When a resident throws old food on the ground, they make our pest control eradication goals almost impossible to achieve.
- Old food items should go into your garbage bag. Old cooking grease and oils should be left to cool, then placed in a glass jar with a secure lid and placed in your garbage bag, and then placed in your



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garbage canister. DO NOT throw old food, grease or oil in the trash canister unless it is secured in a glass or tin container.

### **FRONT AND REAR PORCHES**

Porches should be well organized and neat. They should not have the appearance of trashy or unsightly.

- As a general rule of thumb, if a piece of furniture is designed to be “outside furniture”, it can be placed on the porch. However, if the furniture is obviously designed as an inside piece, then it should not go on the porch.
- No weight benches or other work out equipment shall be left on the porch.
- No tapes or adhesives shall be used on the brick or any exterior surfaces, handrails, windows or doors. Tapes will cause a sticky residue that leaves the surface dirty and is hard to remove.

### **OUTDOOR PLAY EQUIPMENT**

While some outside play equipment may be authorized, others are not.

- A few examples of play equipment that are not authorized are wading pools, trampolines, horseshoe posts, swing sets and sandboxes. Each of these would cause damage to the property and pose certain health risks to our children and residents.
- Prior to placing any play equipment on the premises, the resident must first notify the office and the Executive Director then must approve or disapprove on the basis of potential damage to the property and/or the safety of the resident population. Approval will be on a case-by-case basis and documentation of the approval or disapproval will be kept in the residents file.

### **SEWAGE LINES AND TOILETS**

- **Only flush “bodily fluids/waste” and tissue paper down the toilet.** Even if an item states on its packaging that it is “flushable”, please DO NOT flush it. Examples of non-dissolvable items that cannot and should not be flushed down the toilet(s) are the following:
  - a. Diapers
  - b. Baby Wipes
  - c. Sanitary Napkins/Pads/Tampons. This includes adult pads.
  - d. Condoms
  - e. Paper Towels
  - f. Paper of any kind other than toilet paper
  - g. Cotton Balls
  - h. Toys
  - i. Cooking Fats, Oils or Grease or any food item
  - j. Clorox Wipes, Swiffer Wipes, Mop Pads or any cleaning pads or cloths of any kind
  - k. Any type of tobacco products

**Failure to comply with this rule may result in maintenance charges as well as eviction for repeated or severe violations.**

### **SMOKE DETECTORS**

- Management will maintain an operational smoke detector in every apartment.
- It is against the law and a serious violation of the lease as well as a safety hazard to tamper with, remove, remove the battery, disarm or otherwise disturb any fire detector, smoke detector or carbon



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monoxide detector. Violation of this provision is punishable by law and may result in immediate eviction.

### **PHONE AND CABLE JACKS**

- No additional phone or cable jacks are to be installed in the apartment **without Management approval**. Radio or Television antennas shall not be installed **without Management approval**.

### **SMOKE FREE PROPERTY POLICY – see attached Smoking Policy dated August 1, 2018 (Mandated by HUD)**

The Blue Ridge Housing Authority (BRHA) is mindful of the health risks of smoking, including the hazards of inhalation of second-hand smoke by other residents, guests and BRHA employees. BRHA is also mindful of the risk of fire caused by negligent smoking and the increased maintenance costs incurred in offsetting the adverse impact of smoking occupants. This Policy date 8-1-2018 addresses those concerns.

### **PEST CONTROL AND EXTERMINATION**

The Blue Ridge Housing Authority will make every effort to provide a healthy and pest-free environment for its residents. The Authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests.

The Housing Authority has adopted a **separate Bed Bug Policy** for cases of bed bug infestation. Bed bug infestations call for specific and sometimes repeated treatments for eradication. Therefore, the preparation for treatments, instructions and guidelines for management and residents are specific and unique. For all bed bug issues, please refer to the Bed Bug Policy.

Resident cooperation with the extermination plan is essential. Residents will be given information about the extermination program at the time of move-in. Residents will be given instructions that describe how to prepare the unit for treatment. Where applicable, the instructions shall be bi-lingual to properly notify the resident population.

Procedures are as follows:

1. At the present time, the Blue Ridge Housing Authority chooses to contract with an outside pest control contractor for the control of cockroaches and termites. Special attention shall be paid to cockroaches which can cause a health hazard. Special attention will also be paid to termites which can cause structural damage if left untreated. Residents should purchase their own spray for silverfish, spiders, sugar ants and other pests that cause a minor inconvenience but not necessarily a health hazard. The contractor will agree to begin with an analysis of the current condition of each property. The Maintenance Manager shall make sure that an adequate schedule for the treatment is developed to address any existing infestation. The schedule will include frequency and locations of treatment. Different schedules may be required for each property.
2. Residents will be instructed upon residency to notify the Office Manager immediately by telephone, fax, email or in person, should they see evidence of pests in their dwelling unit. Their name and address will be placed on a list to be maintained at the main office until the day of treatment.



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3. The contractor will agree to treat the units of those residents whose names appear on the list on a monthly basis. The administration office, maintenance facility and community building will also be treated on a every other month basis, routine pest control is scheduled for the 2<sup>nd</sup> Wednesday of each month.
4. The contractor and a BRHA maintenance employee will visit each of the apartments on the current list and treat for pests. The contractor will apply appropriate treatment as needed. In emergency situations, the contractor may be required to make a separate scheduled visit other than the regular schedule for treatment of those emergencies. These “other than regular” scheduled treatments should be reported to the Executive Director prior to treatment.
5. All units will be treated on an annual basis.

Residents should not pour cooking oil or grease, table scraps or any other debris on the ground outside of the dwelling unit as this practice will attract stray animals, cockroaches and other pests as well as causing physical damage to the property.

**BED BUG POLICY (refer to the Attached BRHA “Bed Bug” Policy dated 6-18-2015)**

Bed bugs are a growing national problem, and as a result, this policy has been created for the protection of Blue Ridge Housing Authority (BRHA) residents and their guests. The purpose of this policy is to set forth the roles and responsibilities of all parties (BRHA and Resident) in minimizing the potential for bed bugs. The policy will also provide guidance in cases where bed bugs are present in order to eliminate them as quickly as possible.

Bed bugs are difficult to contain without the proper treatment. Therefore, it is imperative that all parties work simultaneously toward a common goal, extermination and elimination. Left untreated, bed bugs can spread throughout a residence affecting current and future residents as well as neighbors on all sides of the infested unit.

**Bed bug infestations can cause health concerns, including physical discomfort and may contribute to stress and anxiety on the part of the residents. Tenants are the first line of defense against bed bug infestations and should be encouraged to create living environments that deter bed bugs. This includes reducing unreasonable amounts of clutter that create hiding places for bed bugs, and regular checking of beds and laundering of linens.**

**Tenants should be advised of the following:**

- A PHA may not deny tenancy to a potential resident on the basis of the tenant having experienced a prior bed bug infestation, nor may an owner give residential preference to any tenant based on a response to a question regarding prior exposure to bed bugs.
- A tenant reporting bed bugs may expect expeditious response and attention by the PHA, but should be advised that inspection and, if necessary, treatment of bed bugs may take time to schedule. The inspections should occur within three calendar days of the tenant report when possible.
- Following a report of bed bugs, the PHA or a qualified third party trained in bed bug detection should inspect the dwelling unit to determine if bed bugs are present. It is critical that inspections be



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conducted by trained staff or third-party professionals. The PHA may enter the unit to perform these activities in accordance with the lease.

- If a bed bug infestation is found in the unit, the tenant may expect treatment to begin within five days of the inspection, though depending on the form of treatment, this may not be possible. Tenants should be advised that treatment may take several weeks.
- Tenants are expected to cooperate with the treatment efforts by allowing for heat treatment of clothing and furniture and refraining from placement of infested furniture or other items in common areas such as hallways. Tenant cooperation is shown to expedite the control of bed bugs and to prevent spreading of infestations.
- Management may make staff available to help with moving and cleaning of furniture to accomplish the treatment effort.
- Assisted project Owners' request for tenants to pay the costs of infestation treatment must be in accordance with the provision for tenant payment of damages or noncompliance as required in the Family Model Lease.
- The tenant will not be reimbursed the cost of any additional expense to the household, such as purchase of new furniture, clothing or cleaning services, etc.



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## SATELLITE DISH POLICY

The following Policy has been developed to guide and enforce the installation, ownership and removal of satellite dishes and other over-the-air reception devices, used for the reception of television and/or radio signals by residents of Blue Ridge Housing Authority, furthermore known as BRHA. This Policy is also a guide to enforce the protection of property owned and operated by the Blue Ridge Housing Authority as a result of the installation, use and removal of satellite dishes.

### **Section: 1.0: Prior to Installation:**

- A. All requests to install a Satellite Dish must be made prior to any installation by completing an application at the central office located at 164 Landrum Circle, #164, Blue Ridge, GA. All requests must receive the approval of the Executive Director or Director of Maintenance prior to installation.
- B. The application will require the authorized installing company's name, address and business phone number and the cell phone number of the installer. The installer must be a certified professional service installer for that particular Satellite Dish company. Installation shall not begin until written approval by the Executive Director or Director of Maintenance is given.
- C. Upon receiving prior approval, a BRHA representative and the installer will meet at the subject property to decide where a desirable signal for optimum reception may be located and where the equipment will be installed or mounted.

### **Section 2.0 Installation:**

- A. A Satellite Dish shall not be authorized to be placed at the front of a building or a location facing a main street or a location that would negatively affect the curb appeal of the property. If at all possible, equipment mounting shall be placed toward the end of the building where the existing cable access box is located. Drilled holes into the side of a building are not allowed. A suitable site shall be agreed upon by the BRHA and the professional installer prior to any installation.
- B. Pole mount is the only installation method allowed and the type pole and location shall be approved by the BRHA prior to any installation. No pole shall be installed farther than ten (10) yards from the subject building in order to avoid encroachment into a common area or another resident's "exclusive use" area unless approved by the office.
- C. A Satellite Dish can only be installed at a location where the resident has "exclusive use" and does not interfere with another resident's right to their own exclusive use area. Balconies or patios that are shared with neighboring residents or are accessible from other units are not considered to be "exclusive use" areas. Mounting brackets that reach outside the "exclusive use" area is prohibited. Such installations would encroach into the common areas or the exclusive use area of another resident. A mounting bracket located on the building's exterior or fascia is prohibited as it would not be within the residents "exclusive use" area.
- D. A Satellite Dish must be one meter (39.37") or less in diameter. All cable wiring shall be securely attached from the dish, down the pole or other approved mounting device and to the building entrance. All cable running across the ground must be buried a minimum of six (6) inches underground. All cable running from the ground surface to the entrance connection box must be inside existing or new metal conduit.



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- E. All wiring and cable required for proper installation and operation will have to follow the existing cable route currently made available within the dwelling unit. Should connection be appropriate with the existing wiring furnished by the BRHA for regular cable vision, connection may be made at this point. No additional holes or hook ups will be allowed unless properly installed and prior approved by the Executive Director or Director of Maintenance is given.
- F. Satellite Dish or cable wires shall not be run on top of the ground, attached to any existing exterior wall, building, roof structure, eave, fascia or any other fashion other than what is described herein.
- G. Any damage to existing underground or above ground utilities, sidewalks, buildings, grounds or common areas or other property owned and operated by BRHA as a result of improper installation or removal of the Satellite Dish or its components, will be repaired to the original condition at the expense of the resident.

### **Section 3.0 Removal of Equipment:**

- A. The Satellite Dish shall be removed upon the resident vacating the dwelling unit and the area shall be returned to its original condition. The removal must be done by the BRHA maintenance department. Any charges or fees that are required to return the area back to its original condition prior to the installation will be charged to the resident.
- B. The BRHA is not responsible for any charges that the Satellite Dish provider may charge the resident for the cost of the service contract, equipment and/or installation or damages to any part therein.

### **Section 4.0 Safety Restrictions:**

For the purpose of the safety and protection of residents and BRHA property, the following safety restrictions will apply:

- A. The Satellite Dish installation shall not be allowed if the installation fails to meet minimum safety standards set forth by the BRHA or State or Local codes.
- B. The Satellite Dish installation shall not be allowed on any handrail designed for walking assistance to the user or on any handicap dwelling unit as to hinder the safety purpose of the handrail itself.
- C. Wires or cables shall not be strung overhead or lying on top of the ground as to create a tripping and safety hazard.
- D. The Satellite Dish shall not be installed on any window or door frame as to interfere with a fire escape route.
- E. The Satellite Dish shall not be installed within ten (10) yards of a power pole or guideline as to not interfere with the power company's ability to maintain their equipment in a safe manner.
- F. The Satellite Dish shall not be installed outside the boundaries of this policy. Should the Satellite Dish require to be installed on a mast that extends more than twelve (12) feet above the roofline, a separate safety permit will be required. No Satellite Dish shall be installed if, in the opinion of the BRHA, the installation method is unsafe or a danger to neighboring residents or if the installation requires the use of guide-wires attached to the ground or other structures as necessary to maintain stability. Such guide-wires could be considered a tripping hazard and unstable installations could fall and harm persons or property.

### **Section 5.0 Other**



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- A. Residents need to be aware that their unit may not be in a proper location to receive satellite broadcast signals even if they install a satellite dish. Prior to installation, residents should check with the approved satellite dish company to determine if they are able to receive adequate signals at their unit.
- B. Any problems with your satellite dish must be handled between you and the installing company. Please do not call this office regarding any problems you may have with your satellite dish once it is installed.
- C. Residents are responsible for any injury or damage to person or property caused by their satellite dish.

**This policy is meant to comply with 47 CFR 1.400, and may be amended from time to time. All requirements of such section are hereby incorporated herein. In no event shall resident have more rights to install or maintain satellite dishes under this policy than are allowed under 47 CFR 1.400. In the event any portion of this policy is held to conflict with applicable law, those portions shall be deemed stricken and all other portions of this policy will remain in full force and effect.**

**No portion of this policy may be waived by BRHA or changed verbally. Any such waiver or change will be effective only when in writing, signed by BRHA.**



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## **BRHA Pet Policy dated June 3, 2015 SERVICE/ASSISTANCE ANIMAL POLICY**

Any head of household who desires to keep a common household pet may request to do so in accordance with the following pet policy dated: **June 3, 2015**

### **General Information – for Pet Policy dated 6-3-15**

- a. All pets must be registered with Management prior to obtaining the pet, and updated annually. A registration form will be provided and must be completed by a licensed veterinarian, or a state or local authority empowered to inoculate animals stating that the animal has received all inoculations required by the state and local law, if applicable.
- b. Registration will include a statement that the resident understands and agrees to the policy as an addendum to their lease. It will also include assumption of liability by the resident and agreement to hold the property harmless in the event of damage or injury caused by the presence of the pet.
- c. Any pet not registered must be removed from the property immediately. Management will not register a previously unregistered pet discovered on the premises and will always require immediate removal.
- d. Registration is non-transferable to a different neighborhood. Pet owners must reapply for registration prior to transfer.
- e. Pet owners must provide as applicable, proof of current license, identification tag bearing the name, address, and phone number of the owner, proof of neutering, spaying, and/or declawing, a photograph (no smaller than 3x5) of pet or aquarium, and the size of the tank or aquarium.
- f. Management reserves the right to reject any application for a pet for any reason listed herein. Management may revoke the pet permit at any time if, in the sole opinion of Management, the health, safety, or well-being of the neighborhood is threatened by the presence of the animal. Management is permitted (but not required) to take this action based on reports from residents or others.
- g. Residents are limited to one type of animal, either a dog, or a cat, or fish, or birds, and each type must meet the size and number limit.
- h. Animals other than a dog, a cat, bird, or fish are strictly prohibited.
- i. Resident must provide the name, address, and phone number of at least one responsible party who will care for the pet if the owner is unable to provide care.

### **GENERAL RULES FOR PET OWNERSHIP**

1. The Blue Ridge Housing Authority will allow only domesticated dogs, cats, birds or fish. All dogs and cats must be spayed or neutered.
2. Only one (1) pet per unit will be allowed.
3. Any animal deemed to be potentially harmful to the health or safety of others, including attack or fight trained dogs, will not be allowed. Specific breeds not authorized include, but are not limited to, Pitt Bull, Rottweiler, Chow or Boxer breeds.



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4. When taken outside the resident's unit, dogs and cats must be on a leash or carried and controlled by a responsible adult at all times.
5. All pets must be wearing the appropriate tag(s) at all times. The information on the tag shall include the name of the pet and the resident's name, address, and phone number.
6. Birds must be confined to a cage at all times.
7. Residents shall not permit their pet to disturb, interfere or diminish the peaceful enjoyment of other residents. The terms "disturb, interfere and diminish" shall include but not be limited to barking, howling, chirping, biting, scratching, and other like activities.
8. Residents must provide litter boxes for cat waste, which must be kept inside the dwelling unit. Residents shall not permit refuse from litter boxes to accumulate or become unsightly or unsanitary. Litter boxes must be changed at least once each week.
9. Residents are solely responsible for cleaning up pet droppings outside the unit and on facility grounds. Pet waste must be disposed of in sealed plastic trash bags and placed in the trash canister provided by the Blue Ridge Housing Authority. Residents are specifically prohibited from allowing pets to deposit waste in other resident's yards or common areas without being properly disposed of.
10. Residents shall take adequate precautions and measures necessary to eliminate pet odors within or around the unit and shall maintain the unit in a sanitary condition at all times.
11. Resident shall not alter their unit, patio, or unit area in order to create an enclosure or pen for any pet. Residents shall not chain, tie with a rope or affix in any way any pet to any manmade fixture, tree or shrubbery outside the dwelling unit.
12. Residents are prohibited from feeding or harboring stray animals. The feeding of stray animals shall constitute having a pet without the written permission of the Blue Ridge Housing Authority.
13. If a pet is left unattended for a period of twenty-four (24) hours or more, the Blue Ridge Housing Authority may enter the dwelling unit, remove the pet and transfer it to the proper authorities or responsible parties. The Blue Ridge Housing Authority assumes no responsibility for the animal(s) under such circumstances.
14. Pets are not allowed in common areas including hallways, lobby areas, and social rooms except those common areas which are entrances to or exits from the building. Under no circumstances are pets to be brought into the management office (with the exception of animals necessary to assist handicapped/disabled individuals as defined in 24 CFR 942.2).
15. The head of household or designated family member must be present during annual inspections of the unit.
16. Pets that meet the size and type criteria outlined in this policy may visit the developments/buildings where pets are allowed for up to two weeks with prior approval from management. Residents who have visiting pets must abide by the conditions of this policy regarding health, sanitation, nuisances, and peaceful enjoyment of others. If visiting pets violate this policy or cause the Resident to violate the lease, the Resident will be required to remove the visiting pet.

#### **REFUSAL TO REGISTER PET**

If the Blue Ridge Housing Authority refuses to register a pet, a written notification will be sent to the head of household stating the reason for denial and shall be served in accordance with HUD notice requirements. If



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management disallows a certain pet, the resident has the right to file an appeal under the housing authority's approved Grievance Policy.

**The Blue Ridge Housing Authority has a right to refuse to register a pet:**

- a. If the pet is not a *common household pet* as defined in this policy.
- b. If keeping the pet would violate any applicable House Pet Rule or the full Pet Policy dated 6-3-15.
- c. If the resident fails to provide complete registration information in accordance with this policy or fails to annually update the pet registration, or,
- d. If the Blue Ridge Housing Authority reasonably determined, based on the resident's habits and practices, that the resident will be unable to keep the pet in compliance with the pet rules and other lease obligations. The pet's temperament may be considered as a factor in determining the prospective resident's ability to comply with the pet rules and other lease obligations.

The notice of refusal may be combined with a notice of pet violation.

**VIOLATIONS OF THE PET POLICY**

Any violation of the general rules of this pet policy shall constitute grounds for removal of the pet from the resident's unit or termination of the resident's tenancy, or both, in accordance with the lease.

A separate pet waste removal charge of \$10 per occurrence will be assessed against pet owners who fail to remove pet waste in accordance with this policy.

Any damage to the dwelling unit or grounds thereabout that is caused by the possession of any pet by a resident or guest of a resident will be immediately repaired and the cost of such repairs will be billed to the resident. Repeated violations of this kind will be considered serious violations of the terms and conditions of the lease agreement.

The Blue Ridge Housing Authority Grievance Policy shall be applicable to all individual grievances of disputes arising out of violations or alleged violations of this policy.

**CONFLICTS WITH STATE OR LOCAL LAW OR REGULATIONS REGARDING THE PET POLICY**

If there is any applicable State or local law or regulation that conflicts with any portion of the above pet policy, the State or local law or regulation shall prevail.

**FLOORING**

- Flooring is made of VCT tile. Regular sweeping, cleaning and mopping is the resident's responsibility. Do not leave tile wet as it will weaken and detach the glue from the floor and cause the tile to loosen and come up.
- Spills and stains should be cleaned immediately to prevent permanent damage.
- Always use floor pads under bed rails and other furnishings that may have the potential to damage the floor tiles.
- Any floor damage will be noted on the move-in inspection form and any future damage could be charged to the resident, up to and including flooring replacement if necessary.

**APARTMENT ALTERATIONS**



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- No alterations to the apartment are to be made without the written permission of management.
- DO NOT PAINT or repair any walls of the apartment.
- Residents are permitted to hang pictures, however, no large nails, screws or adhesive hangers except standard picture hooks are allowed.
- Nothing shall be affixed to or placed upon the exterior walls, entrance doors, storm doors, handrails or windows. This includes but not limited to, decoration, signs, flags, awnings, canopies, radio/television antennas or dishes. A decorative wreath on the door may be hung with a proper wreath hanger only.
- Absolutely, no duct tape or other tapes are allowed anywhere.
- All graffiti will be removed at the resident's expense.

### **YARD SALES**

- Yard sales are NOT permitted on the premises unless the City issues a permit.
- Once yard sale is complete, all signs and personal items must be removed and order restored to the property.

### **CHILD SUPERVISION AGREEMENT**

- It is management's goal to maintain a positive living environment for each and every resident. In order to promote such an environment;
  - a. Management requires that all parents or guardians be responsible for their child(ren) at all times.
  - b. All children twelve (12) years of age or younger must be supervised by a responsible individual (18 years of age or older) or an institution when the child(ren) are not being supervised by the legal guardian. In all instances, management reserves the right to determine what constitutes responsible adult supervision. Repeated violations of the child supervision agreement may result in termination of tenancy.

### **TENANT INSURANCE**

- Tenants are responsible for insuring their personal property placed in the dwelling unit or any other place adjacent thereof and shall be at the Tenant's sole risk. BRHA shall not be liable to the Tenant or Tenant's family, guest or licensees for any damage, loss, theft or destruction thereof unless caused by the negligence of the BRHA. The Tenant is responsible for obtaining insurance of valuables with description, serial number, and any other information separate from other valuable papers.

**We strongly recommend that you obtain renters insurance to protect your belongings and provide liability coverage.**

### **GRIEVANCE POLICY**



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- Termination of Tenancy and Assistance procedures for RAD properties require that owners provide adequate written notice of termination of the lease which shall not be less than:
  - A. A reasonable period of time not to exceed 30 days; unless
    - If health or safety of other tenants, owner employees, or residents in the immediate vicinity of the premises is threatened; or
    - In the event of any drug-related or violent criminal activity or any felony conviction; or
  - B. 14 days in the case of nonpayment of rent.
- *Termination of Assistance* in all other cases, the requirements at 24 CFR 880.607, the Multifamily HUD Model Lease, and other HUD multifamily administrative guidance shall apply.

## I. PURPOSE

This Grievance Policy has been adopted to provide a forum and procedure for residents to seek the just, effective and efficient settlement of grievances against the Blue Ridge Housing Authority (BRHA).

## II. GOVERNING LAW

The law governing this procedure is section 6(k) of the U.S. Housing Act of 1937 (42 U.S.C. sec. 1437 d(k) as amended) and 24 CFR secs. 966.50-966.57).

## III. APPLICABILITY

- a. HUD has issued a due process determination that the applicable laws of the State of Georgia require that residents be given the opportunity for a hearing in court which provides the basic elements of due process (as defined in Section IV below), before eviction from a dwelling unit. Therefore, BRHA has elected to determine that this Grievance Procedure shall NOT be applicable to any termination of tenancy or eviction that involves:
  - (i) Any activity that threatens the health, safety or right to peaceful enjoyment of BRHA's premises by other residents or other employees of BRHA, or,
  - (ii) Any drug-related criminal activity on or off such premises, or,
  - (iii) Alcohol abuse that the BRHA determines interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents and BRHA's Board of Commissioners.

## IV. DEFINITIONS

- a. **CFR** is the Code of Federal Regulations, which contains the federal regulation governing the Grievance Procedure.
- b. **Complainant** is defined as any resident whose grievance is presented to the BRHA Management Office in accordance with this procedure.



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- c. **Grievance or Complaint** is defined as any dispute with respect to BRHA's action or failure to act in accordance with Lease requirements, or any BRHA action or failure to act involving interpretation or application of BRHA's regulations, policies, or procedures which adversely affects the rights, duties, welfare or status of the complainant.
- d. **Drug-related activity** is defined as the illegal manufacture, sale, distribution, use of possession with intent to manufacture, sale, distribute, or use of a controlled substance (as defined in sec. 102 of the Controlled Substances Act (21 U.S.C. sec. 802), as from time to time amended.
- e. **Elements of due process:** The following procedural safeguards are required to be followed in an eviction action or a termination of tenancy in a state or local court:
  - (i) Adequate notice to the resident of the grounds for terminating the tenancy and for eviction;
  - (ii) Right of the resident to be represented by counsel;
  - (iii) Opportunity for the resident to refute the evidence presented by BRHA, including the right to confront and cross examine witnesses and to present any affirmative legal or equitable defense which the resident may have;
  - (iv) A decision of the merits.
- f. **Hearing Officer** is defined as an impartial person selected in accordance with 24CFR sec. 966.55 and this Grievance Procedure to hear grievances and render decisions with respect thereto.
- g. **Hearing Panel** is defined as a three-member panel composed of impartial persons, selected in accordance with 24CFR sec. 966.55 and this procedure to hear grievances and render decisions with respect thereto.
- h. **HUD** is the United States Department of Housing and Urban Development.
- i. **BRHA** is The Blue Ridge Housing Authority (BRHA), a public body corporate and politic organized and existing under laws of the State of Georgia.
- j. **Notice** as used herein, the term notice shall unless otherwise specifically provided, mean written notice.
- k. **Resident organization** is defined as an organization of residents, which includes any resident management corporation.
- l. **Resident** shall mean the adult person (or persons) other than a live-in aide:
  - (i) Who resides in the unit and who executed the lease with BRHA, as lessee of the dwelling unit or, if no such person resides in the unit; or



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- (ii) The person who resides in the unit, and who is the remaining head of the household of the resident family residing in the dwelling unit.

## V. INCORPORATION IN LEASES

This Grievance Procedure shall be incorporated by reference in all leases between residents and BRHA, whether or not so specifically provided in such leases.

## VI. INFORMAL SETTLEMENT OF GRIEVANCES

- a. Any grievance shall be personally presented in writing, to the management office within five (5) business days after the occurrence of the event giving rise to the grievance. One copy of the grievance shall be given to the resident and one retained in BRHA's resident file. Grievances shall be reviewed by the Executive Director. As soon as the grievance is received, it shall be reviewed by the Executive Director of BRHA to determine whether the exclusions in Section III above apply to the grievance. **Should one of the exclusions apply, the Complainant will be notified in writing that the matter raised is not subject to BRHA's Grievance Procedure, with the reason therefore.**
- b. If the grievance is not determined by BRHA to fall within one (1) of the three (3) exclusions mentioned in Section III above, the BRHA will, within five (5) business days after the initial presentation of the grievance, informally discuss the grievance with the Complainant or his/her representatives in an attempt to settle the grievance without the necessity of a formal hearing. If the informal settlement conference cannot occur at the time the grievance is initially presented by the Complainant, then the Complainant will be promptly notified in writing of the time and place for the informal settlement conference.
- c. Within five (5) business days after the informal settlement conference, a summary of the informal discussion shall be prepared by BRHA and a copy thereof shall be provided to the Complainant. The summary shall be in writing and specify the names of the participants in the discussion, the date of the discussion, the nature of the proposed disposition of the grievance, and the specific reason for such disposition. This written summary will also specify the procedures by which the Complainant may obtain a formal hearing if not satisfied by the proposed disposition of the grievance. A copy of the written summary shall also be placed in Complainant's resident file.

## VII. FORMAL GRIEVANCE HEARING

The following procedures apply to the request for a formal grievance hearing under this Grievance Procedure:

- a. If the Complainant is not satisfied with the results of the informal settlement conference, and wishes to submit a formal grievance, the Complainant must submit a written request for a formal hearing to the BRHA Management Office no later than five (5) business days after the date Complainant receives the summary of discussion delivered as required under Section VI above. Complainant's written request for a formal hearing must specify:



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30 OUIDA ST. BLDG G1  
BLUE RIDGE, GA. 30513

Tonya Nuelle – Board Chair  
Bill Tilly – Board member  
Donna Gay – Board Member  
Deb Cantrell – Board Member  
Donnie Kent – Resident Board Member

PHONE: 706-632-5742 FAX: 706-632-2406

- (i) The reason for the grievance; and
  - (ii) The action or relief sought by the Complainant; and
  - (iii) If the Complainant so desires, a statement setting forth the times at which the Complainant will be available for a hearing during the next ten (10) business days; and
  - (iv) If the Complainant has failed to attend an informal discussion conference, a request that the hearing officer or hearing panel waive this requirement.
- b. If the Complainant fails to request a hearing within five (5) business days after receiving the written summary of the informal settlement conference, BRHA's decision rendered at the informal hearing becomes final and BRHA shall not thereafter be obligated to offer the Complainant a formal hearing, unless the Complainant can show good cause, in BRHA's sole discretion, why he/she failed to proceed in accordance with this procedure.

#### **VIII. SELECTION OF HEARING OFFICER OR PANEL**

The Executive Director of the BRHA shall select a Hearing Officer or Hearing Panel. It shall be the Executive Director's decision, based on the facts and circumstances of the grievance, whether to select a single Hearing Officer or a Hearing Panel consisting of three persons. Careful consideration should be given in the selection of the Hearing Officer or Panel.

#### **IX. SCHEDULING OF HEARING**

- a. A Complainant does not have a right to a formal grievance hearing unless the Complainant has satisfied the following prerequisites to such a hearing:
- (i) The Complainant has requested a hearing in writing.
  - (ii) The Complainant has completed the informal settlement conference procedure or has requested a waiver for good cause.
  - (iii) If the matter involves the amount of rent which BRHA claims is due under the Complainant's lease, the Complainant shall have paid to BRHA an amount equal to the amount due and payable as of the first of the month preceding the month in which the complained of act or failure to act took place. And, in case of situations in which hearings are, for any reason delayed, the Complainants shall thereafter, deposit the same amount of the monthly rent in an escrow account monthly until the complaint is resolved by decision of the hearing officer or panel. Unless waived by BRHA in writing, no waiver will be given by BRHA except in cases of extreme and undue hardship to the Complainant, determined at the sole discretion of BRHA.
- b. Upon Complainant's compliance with the prerequisites to a hearing set forth above, a formal grievance hearing shall be scheduled by the hearing officer or panel promptly for a time and place reasonably convenient to both the Complainant and BRHA, no later than the tenth (10th) business day after Complainant has completed such compliance. If the officer



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or panelists cannot agree upon a time, a new officer or panel shall be appointed by the Executive Director. A written notification specifying the time, place, and the procedures governing the hearing shall be delivered to the Complainant and the appropriate BRHA official, who, unless otherwise designated, shall be the Executive Director of BRHA.

## **X. PROCEDURES GOVERNING HEARINGS**

- a. The formal grievance hearings shall be held before a hearing officer or panel as stated in Section VIII. The Complainant shall be afforded a fair hearing, which shall include:
  - (i) The opportunity to examine before the hearing any BRHA documents in BRHA's possession and in the hearing. The Complainant will be allowed to copy any such documents at the Complainant's expense. If BRHA does not make the document available for examination upon request by the Complainant, BRHA may not rely on such document at the grievance hearing.
  - (ii) The right to be represented by counsel or other person chosen as the Complainant's representatives and to have such person make statements on the Complainant's behalf. The names must be given at least three (3) business days before the hearing to the BRHA.
  - (iii) The Complainant has a right to a private hearing. The right to present evidence and arguments in support of the Complainant's complaint, to controvert evidence relied on by BRHA and to confront and cross examine all witnesses upon whose testimony or information the BRHA or its management relies; and
  - (iv) A decision based solely and exclusively upon the facts presented at the hearing.
- b. The hearing officer or hearing panel may render a decision without proceeding with the hearing if they determine that the issue has been previously decided in another proceeding.
- c. If the Complainant or BRHA fails to appear at a scheduled hearing, the hearing officer or panel may make a determination that the party failing to attend has waived the right to a hearing. In such event, the hearing officer or panel shall notify the Complainant and BRHA of determination.
- d. At the hearing, the Complainant must first make a showing of an entitlement to the relief sought and thereafter BRHA must sustain the burden of justifying BRHA's action or failure to act against which the complaint is directed.
- e. The hearing shall be conducted informally by the hearing officer or panel, and oral or documentary evidence pertinent to the facts and issues raised by the complaint may be received without regard to admissibility under the rules of evidence applicable to judicial proceedings.
- f. The hearing officer or panel shall require BRHA, the Complainant, counsel, and other participants or spectators, to conduct themselves in an orderly fashion. Failure to comply with the directions of the hearing officer or panel to obtain order may result in exclusion



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from the proceedings or in a decision adverse to the interest of the disorderly party and granting or denial of the relief sought, as appropriate.

- g. The Complainant or the BRHA may arrange in advance, and at the expense of the party making the arrangement, for a transcript of the hearing. Any interested party may purchase a copy of such transcript.
- h. BRHA must provide reasonable accommodations for persons with disabilities to participate in grievance hearings. Reasonable accommodations may include qualified sign language interpreters, reader, accessible locations, or attendants.

## **XI. DECISION OF THE HEARING OFFICER OR HEARING PANEL**

At or subsequent to the completion of the formal grievance hearing, the hearing officer or panel shall make a determination as to the merits of the grievance and the following provisions shall govern:

- a. The hearing officer or panel shall prepare a written decision, together with the reasons for the decision within ten (10) business days after the completion of hearing.
  - (i) A copy of the decision shall be sent to the Complainant and BRHA. BRHA shall retain a copy of the decision in the Complainant's resident file.
  - (ii) A copy of such decision, with all names and identifying references deleted, shall also be maintained on file by BRHA and made available for inspection by any prospective Complainant, their representative, or the hearing officer or panel.
- b. The written decision of the hearing officer or panel shall be binding upon BRHA, which shall take all action, or refrain from any actions, necessary to carry out the decision unless BRHA's Board of Commissioners determines, with ten (10) business days, and properly notifies the Complainant of its determination, that
  - (i) the grievance does not concern BRHA action or failure to act in accordance or involving the Complainant's Lease, or BRHA's regulations, which adversely affect the Complainant's rights, duties, welfare or status, or
  - (ii) the decision of the hearing officer or panel is contrary to applicable Federal, State or local law, HUD regulations or requirements of the Annual Contributions Contract between HUD and BRHA.
- c. A decision by the hearing officer or panel or Board of Commissioners in favor of BRHA or which denies the relief requested by the Complainant, in whole or in part, shall not constitute a waiver of, not affect in any way the rights of the Complainant to a trial or judicial review in any judicial proceedings, which may thereafter be brought in the matter.

## **XII. NOTICES**

All notices under this Grievance Procedure shall be deemed delivered:



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- a. upon personal service thereof upon the Complainant or any adult member of the Complainant's household. Front door placement of notice constitutes as being delivered (with Picture)
- b. upon the date received for or refused by the addressee, in the case of certified or registered U.S. Mail; or
- c. on the second day after the deposit thereof for mailing, postage prepared, with the U.S. Postal Service, if mailed by first class mail other than certified or registered mail.

### **XIII. MODIFICATION**

This Grievance Policy may not be amended or modified except by approval of the Board of Commissioners of BRHA, present at a regular meeting or a special meeting called for such purposes. Further, in addition to the foregoing, any changes proposed to be made to this Grievance Procedure must provide for at least thirty (30) days advance notice to residents and resident organizations, setting forth the proposed changes and providing an opportunity to present written comments. The comments submitted shall be considered by BRHA before final adoption of any amendments hereto.

### **XIV. MISCELLANEOUS**

Captions or paragraph headings set forth in this Grievance Procedure are for convenience of references only and shall not be construed or interpreted to affect the substance of the paragraphs or section so captioned.

If a resident has filed a request for grievance hearing hereunder in a case involving BRHA's notice of termination of tenancy the Complainant should be aware that the notice to vacate required by the laws of the State of Georgia and the notice of termination of tenancy required under Federal law run concurrently. Therefore, if the hearing officer or panel upholds BRHA's action to terminate the tenancy, BRHA, may commence an eviction action in court upon the sooner of, the expiration of the date for termination of tenancy and vacation of the premises stated in the notice of termination delivered to Complainant, or the delivery of the report of decision of the officer or panel to the Complainant.



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## **VIOLENCE AGAINST WOMEN’S ACT PROVISIONS**

**See attached VAWA Policy dated June 14, 2017**



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I have read, have had explained and understand, and furthermore received a copy of the HOUSE RULES and agree to abide by these polices and guidelines. **I understand management reserves the right to make revisions to these HOUSE RULES at any time.**

The HOUSE RULES contain the following policies:

1. Smoke-Free Property Policy
2. Bed Bug Policy
3. Satellite Dish Policy
4. Pet Policy
6. Grievance Policy
7. Violence Against Women's Act Provisions

**Blue Ridge Housing Authority**

**(Site 001 and 002) 48 Dwelling Apartments and two Non-dwelling Bldgs.**

**Ouida St., Industrial Blvd., East 1<sup>st</sup> St. and East 2<sup>nd</sup> St., Board town Rd. and Ashe St. Apartments**

\_\_\_\_\_  
BLUE RIDGE HOUSING REPRESENTATIVE  
DATE

\_\_\_\_\_  
RESIDENT (HEAD OF HOUSEHOLD)

\_\_\_\_\_  
TITLE DATE

\_\_\_\_\_  
RESIDENT (over 18) DATE

\_\_\_\_\_  
RESIDENT (over 18) DATE

\_\_\_\_\_  
RESIDENT (over 18) DATE