



ONEIDA

Comprehensive Housing Division
Rental Programs

A HOME TO BE PROUD OF

Rental Tenant Handbook



Version

October 2024

Introduction

Brief History

Created by the merging of Oneida Housing Authority, Elder Services Apartments, and Division of Land Management Rentals, in 2018 Comprehensive Housing Division (CHD) became the sole administrator of residential rental programs focused on providing safe and affordable housing options for Oneida households.

The Oneida Nation providing affordable housing options date back to 1963, when the Oneida Housing Authority was created to administer federal housing grants received by the Oneida Nation. Since 1963 federal funding received through Housing & Urban Development (HUD) has developed over 600 housing units for Oneida households. Today nearly 220 of those units are conveyed homeownership units, another near 360 units currently offered as income-based rental units, and approximately 20 units actively in a rent-to-own program.

Up until 1997, when new units were constructed, the then Oneida Housing Authority (OHA) did not have say in a unit's design or materials used. The units developed prior to 1997 were subject to the Housing Act of 1937, often referred to as the "37 Act". It was not until the Native American Housing Assistance and Self-Determination Act (NAHASDA) replaced the "37 Act" in 1997 that Native Nations receiving HUD funds could determine the design, layout, square footage, and materials used for newly constructed units.

You Have an Important Role

Nearly 80% of CHD's rental inventory is funded by HUD, through an annual Indian Housing Block Grant (IHBG), and the funds generated through rent payments. The remaining 20% of non-federal rental units rely on funds generated through rent payments and tribal contribution, as it is allocated.

In 2023 CHD manages and maintains just short of 460 rental units, consisting of those that are income-based and those that are not, with units being apartments, duplexes, and single-family styles. The costs to maintain and sustain the physical rental units exceeds \$1.5 million annually. These costs include labor for CHD Maintenance and Rehab staff, materials, and hiring of vendors.

Amongst other values, the CHD Rental Tenant Handbook can also help inform tenants about the importance of monitoring your rental unit, calling in work orders for matters needing to be addressed, and develop a better understanding in how you, the tenant, play a role in helping manage cost through limiting damage, good housekeeping practices, and being proud of the place you and your family call home.

Utilizing This Handbook

The CHD Rental Tenant Handbook is intended to provide you with a large amount of information related to renting a unit and your efforts in providing a safe and clean home for you and your family. It is our hope the information provided assists with your understanding of information related to your unit, conditions and expectations related to renting from CHD, tips in how to be a respected renter, and help prepare those that may at one time seek housing options other than CHD.

The handbook has been designed so you can "fast travel" to a topic or sub-topic, by clicking on it in the Table of Contents, and return to the Table of Contents by clicking the "Return to Table of Contents" link at the bottom of each page.

Example: In the Table of Contents, under the topic of Rent and Conditions of Occupancy, select - Income and Household Composition Changes. After reading through the information supplied, go to the bottom of the page, and select "Return to Table of Contents".

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Important Contact Information

CHD Office

2913 Commissioner Street
PO Box 68
Oneida, WI 54155

Phone: (920)-869-2227

Fax: (920)-869-2836

Email: chd@oneidanation.org

Utility Company Numbers

- Wisconsin Public Service: 1-(800)-450-7260
- WE Energy: 1-(800)-242-9137
- Green Bay Water: (920)-448-3480
- Hobart Water: (920)-869-3815
- Oneida Utilities (Water & Trash Pick Up): (920)-496-5290

Work Order Number

Business Hours and After Hours: (920)-869-2227

Oneida Police Department (Non-Emergency)

(920)-869-2239

Crime Stoppers Tip Hotline

(920)-432-STOP (7867)

Oneida Enrollments

(920)-869-6200

Crisis Hotline

(920)-490-3860

After Hours Crisis

(920)-436-8888

For Emergencies Call 911

About Your Rental Unit

Meet The Staff

The Residential Rentals & Outreach Area Manager oversees a staff of Resident Service Specialists and Tenant Support Specialist responsible for managing a variety of rental programs offered by CHD.

Resident Services Specialists

A team of Resident Services Specialist share a vast amount of tasks related to managing CHD's rental programs through activities such as, but not limited to:

- Application Review and Processing
- Move-ins and Move-outs
- Landlord to Tenant Communications
- Recording Changes to Income and/or Household Composition
- Annual Rental Agreement Renewals
- Rental Agreement Compliance
- Complaint Resolution
- Home Visits
- Welfare Checks

Tenant Support Specialist

The Tenant Support Specialists works closely with the Resident Services Specialist responsible for Rental Agreement Compliance. The Tenant Support Specialist works with tenants to improve overall wellness, focus on improved living conditions, identifying and sharing resources meant to aid or assist tenants, and encourages tenants to make the changes necessary to reduce the risk of rental agreement noncompliance or agreement violations, and promoting healthy household living, wellness, and self-sufficiency via one-on-one coaching, the sharing of information, and/or educational workshops, etc.

Maintenance and Rehabilitation Areas

The Maintenance and Rehabilitation Areas consist of an Area Manager, Maintenance Supervisor, Rehabilitation Supervisor, and an array of work crew responsible for the maintenance and sustainability of all rental units. The work crews perform daily tasks that include, but are not limited to:

- Daily Work Orders
- Lawn Care & Snow Removal (Elder specified rental units)
- Vacant Unit Turnaround
- Renovation, Rehabilitation, and Modernization Projects

Types of Rental Programs

CHD offers three rental programs, with the programs having both similarities and differences. Approximately 80% of total rental units are supported with federal grants, making their focus households considered to be low-income or lower, with income-based rent rates. Each program is administered by a program rule and governed by the Oneida Nation's Landlord Tenant Law and Eviction & Termination Law.

Income Based Rental Program

The Income Based Rental Program is the largest rental program offered by CHD. The program is heavily subsidized by HUD through Indian Housing Development Block Grants (IHBG). This program has income-based eligibility criteria, with a Minimum Income Requirement and Maximum Income Requirement.

Key Components of Income Based Rental Program

- Applicants' annual income cannot exceed 80% of Area Median Income (AMI)
- Applicants and renewing tenants are required to meet Minimum Income Requirement
- Applicants and renewing tenants are subject to criminal background check with the following determining ineligibility:
 - Lifetime sex offender register
 - Felony convictions within 5 years
 - Drug convictions within 3 years
 - Acts of Violence convictions within 2 years
- Applicants and renewing tenants are required to meet all other program eligibility criteria.
- Applicants are subject to a wait list based on their Household Categorization, which is based on total household composition size, with Tenant Selection occurring based on date of application.
- Tenants are required to sign a 12-month CHD Rental Agreement, subject to Annual Renewal, with continued program participation based on meeting Annual Renewal program eligibility criteria.
- Tenants are required to adhere with CHD Rental Agreement, applicable program rules, laws, policies, and regulations.

A complete list of Income Based Rental Program eligibility criteria and other aspect of program rules can be found at [Oneida Nation Code of Laws.](#)

General Rental Program

The General Rental Program is not federally subsidized; therefore, the program offers varying eligibility criteria. Rent rates are not income-based, yet rent rates are set to be competitive with the conventional renting market and Fair Market Rent (FMR) rates set annually by HUD.

Key Components of General Rental Program

- Applicants and renewing tenants are required to have income to pay rent and/or utilities.
- Applicants and renewing tenants are required to have a debt-to-income ratio lower than 50% of their income.
- Applicants and renewing tenants are required to meet all other program eligibility criteria.
- Applicants and renewing tenants are subject to criminal background check with the following determining ineligibility:
 - Felony convictions within 2 years

- Drug convictions within 2 years
- Applicants are subject to a wait list, with Tenant Selection occurring based on date of application.
- Tenants are required to sign a 12-month CHD Rental Agreement, subject to Annual Renewal, with continued program participation based on meeting Annual Renewal program eligibility criteria.
- Tenants are required to adhere with CHD Rental Agreement, applicable program rules, laws, policies, and regulations.

A complete list of General Rental Program eligibility criteria and other aspect of program rules can be found at [Oneida Nation Code of Laws.](#)

Elder Rental Apartments

The Elder Rental Program is not federally subsidized; therefore, the program offers varying eligibility criteria. Rent rates are not income-based, yet rent rates are set to be competitive with the conventional renting market and Fair Market Rent (FMR) rates set annually by HUD.

Key Components of General Rental Program

- Applicants and renewing tenants are required to have income to pay rent and/or utilities.
- Applicants and renewing tenants are required to meet all other program eligibility criteria.
- Applicants and renewing tenants are subject to criminal background check with the following determining ineligibility:
 - Felony convictions within 2 years
 - Drug convictions within 2 years
- Applicants are subject to a wait list, with Tenant Selection occurring based on date of application.
- Tenants are required to sign a 12-month CHD Rental Agreement, subject to Annual Renewal, with continued program participation based on meeting Annual Renewal program eligibility criteria.
- Tenants are required to adhere with CHD Rental Agreement, applicable program rules, laws, policies, and regulations.

A complete list of Elder Rental Program eligibility criteria and other aspect of program rules can be found at [Oneida Nation Code of Laws.](#)

Repairs & Work Orders

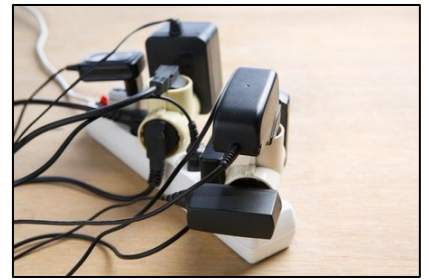
As much as CHD performs an Annual Inspection of each rental unit, it is the tenant residing in the unit that is the first to know when something needs repair. CHD encourages and relies on tenants to call work orders in promptly. When called in, work orders are entered into a managing database and assigned to Maintenance staff.

Work orders are handled based on urgency and severity, so in some cases the type of work order called in may take a little more time than the tenant expects. If there appears to be a delay in getting a work order addressed, CHD encourages tenant to call the CHD Office to obtain a status of the work order.

The following offers some information related to some of the most common work order needs.

Electrical Problems

Electrical problems are not only inconvenient if there is a loss of power within the rental unit, but the right electrical problem can also be a safety concern. To help prevent electrical problems it is important that tenants do not overload an outlet, and/or improperly utilize power strips.



Heating and Air-Conditioning Problems

Not being able to heat your unit, or for those equipped with A/C, not being able to cool the unit is not just an inconvenience, but it can lead to other concerns for tenants. Heating and Air problems are sometimes subject to delays in obtaining parts for the specific heating or cooling unit. Promptly calling in a work order for a faulty heating/cooling system is appreciated.

Inoperative Smoke Detectors

The obvious concern with an inoperative smoke detector or carbon monoxide detector is safety. All too often CHD encounters occupied rental units with tenants having removed detector batteries or removed the detector all together. Please don't sacrifice safety over the inconvenience of calling in a work order. Lives may depend on it.

Faulty Appliances

Not being able to cook, bake, or cool food properly is both an inconvenience and likely to prompt tenant to dine out more often, which is rather expensive. Food not cooling in refrigerator introduces health risks. If your supplied kitchen appliances (refrigerator, stove, range) become faulty, please call in a work order.

Elder occupied units often have a washer and dryer supplied. A faulty washer can also introduce flooding, which in turn introduces other concerns. If your washer and/or dryer are faulty, or "acting up", please call in a work order.

Signs of Mold

Although there are ten (10) common types of household mold, any type of mold should be reported so it can be addressed appropriately. Presence of mold can indicate other concerns needing to be addressed. Ways to prevent mold include keeping indoor humidity below 60%, having leaky pipes and faucets repaired, turning on exhaust fans when cooking and bathing, and making sure water is draining away from the rental unit.

Plumbing Issues

Plumbing issues and damage caused by water results in some of the most expensive repairs being made on a rental unit. Leaky faucets, leaks under the sink, and overflowed toilets are some of the most common issues. Often toilet overflows can be prevented by not flushing "flushable wipes", using more than one flush if using a lot of toilet paper, and not flushing anything other than toilet paper. If leaks are observed with faucets and/or piping, please promptly call to place a work order.



Bathroom Concerns

A combination of water and limited airflow make bathrooms a higher risk for water damage and a place for mold to grow. Preventing toilet overflows, ensuring the exhaust fan is used and operable, reporting leaks, and promptly wiping the floor after baths and showers, are all ways bathroom concerns can be reduced. Operable and used bathroom exhaust fans are far more critical than one might imagine. If your bathroom exhaust fan is not working properly, please call for a work order.

Roof Leaks

Evidence of roof leaks could indicate a larger issue. At any sign of what may appear to be a roof leak, please call in a work order so the concern can be addressed. Part of the roofing system is the gutters and downspouts. Please ensure downspouts are always connected, and if they are damaged or removed, please call in a work order to have them addressed.

Window and Door Concerns

As with a roof, windows and doors play a role of keeping the elements out of the unit. In addition to letting a nice breeze into the unit, windows and doors are also meant to keep rain and snow out and play a role in keeping energy costs down. If windows or doors are not functioning correctly, and/or if there is evidence of water leaks, please call in a work order.

Fence/Gate Repairs

In general CHD does not install fencing at rental units newly constructed. Yet, CHD has acquired a good number of rental units (complexes, duplexes, single family style) that have preexisting fences and gates. Often in more highly populated residential neighborhoods fences play a role meant for privacy, lot distinction, and safety for children and/or pets. If fencing needs repair, please call in a work order.

Pest Control Concerns

There are several pests rental tenants may encounter which include:

- Bees
- Ants
- Bed Bugs
- Fruit Flies
- Varmints

Although some pests can be prevented by good housekeeping, proper trash disposal, keeping rental unit interior, basements, garages, and yards free of clutter and debris, there are times pest need to be addressed by a professional. Bed bugs are a good example of if they are suspect that you call in a work order so CHD's pest control vendor can confirm and treat accordingly.



BED BUG

Other Repairs or Unsafe Conditions

The listing provided is only several examples of the types of concerns that can surface at a rental unit and need attention. CHD takes extensive steps to ensure the unit provided to a tenant at the time of move-in is fully functional and free of needing repair, and free of potential safety concerns. If something arises that you feel may need attention, please call in a work order so it can be assessed, confirmed, and handled accordingly.

Rent and Conditions of Occupancy

Other than the overviews provided below, additional details to each rental program's rules and conditions of occupancy, please refer to the [Oneida Nation Code of Laws – Title 6](#), then scroll to Chapter 611. There you will find each rental programs rule.

Security Deposits

All rental units require a security deposit prior to moving in. The amount of security deposit varies based on rental program. If pets are allowed CHD does charge a separate deposit for pets, with it also varying based on the rental program.

Pet Policy

Having a pet in a rental unit is a privilege, with CHD approving your having a pet or not. If pets are allowed, a separate deposit for each pet is required, along with copy of pet license. All pet owners are required to abide by the Oneida Nation Domestic Animal Law. Poor pet ownership can lead to CHD no longer approving pets at the rental unit.

How Rent Is Determined

Given CHD has both income-based rental programs and those that are not income-based, the determined amount of rent charges varies by program.

- **Income Based Rental Program** – Rent rates are determined based on total household income. Gross income has NAHSDA income deductions applied which results in an adjusted gross income. After a households adjusted gross income is determined, an income-based rent rate is calculated, with that rate not exceeding 30% of the monthly adjusted gross income.
- **General Rental Program**- Rents are set based on a standardized template CHD created to ensure rent rates are competitive to the local rental market and HUD Fair Market Rent rates.
- **Elder Rental Apartments** - Rents are set based on a standardized template CHD created to ensure rent rates are competitive to the local rental market and HUD Fair Market Rent rates.

Your Rent Due Date and Ways to Pay

Rent is charged monthly and due for payment monthly, no later than the 15th of each month. Rent paid later than the 22nd of each month is considered unpaid, a breach of the CHD Rental Agreement, and subject to a tenant being given notice and time to cure. The best way to avoid warnings, notices, and potential eviction is to pay rent in a timely fashion, and if financial challenges surface, contact your Resident Services Specialist.

CHD does not accept cash for rent payments. Rent can be means of electronic fund transfers (EFT) by payroll deduction, Oneida Nation Gift Cards, and personal and/or cashier checks, certified checks, money orders. Before automatic payments are established through your bank, contact CHD to confirm CHD can work with your bank.

Renters Insurance

Like with many other forms for insurance, renters' insurance is something many people prefer not to pay. It is often thought the money spent on insurance could be spent on something else. It is when the situation rises where renters' insurance is needed that people regret not having it.

A landlord's insurance does not cover the tenant's personal property. In the event fire, flooding, or other catastrophic events occur, and the tenant loses personal property due to damage, without renters' insurance, the tenant's personal property is often a complete loss.

Commonly renters' insurance will cover:

- Personal Property
- Temporary Living Expenses
- Personal Liability & Medical Bills

Always confirm with your renter's insurance provide what your policy will cover, and to what extent.

Although the cost of a renters insurance policy will vary from provider to provider, and to what level you insure your property, in many cases renters' insurance can cost less than \$20 monthly.

Obtaining a renters insurance policy can give you peace of mind, and more importantly replace personal property lost to a catastrophic event.

Annual Renewal

All CHD rental programs are offered through a 12-Month CHD Rental Agreement. These agreements do not move to month-to-month; therefore, a renewed agreement is needed for a tenant to continue to occupy the rental unit. All rental programs are subject to an Annual Renewal process. The process entails CHD determining the tenant's continued eligibility for the rental program in which they participate.

For CHD to determined continued program eligibility, the tenant is required to supply information used to determine eligibility. The process is executed in writing with deadlines. A tenant failing to provide the necessary paperwork, and/or not meeting deadline, will be determined ineligible for the rental program. Ineligible tenants will be given a 30-Day Notice to Reinstate Eligibility or Vacate.

Income and Household Composition Changes

Rental programs having income-based rent require tenants to report household income and household composition changes within 30 days of their occurrence. Reporting requirements are noted within the program rules, with such requirements being based on Federal Code of Regulations and NAHASDA.

Income Changes

With rent being income-based, as household income changes, so can the rent rate charged. Unfortunately, income changes that can result in rent increases are far too often not report. Federally funded rental programs that are not charging rent based on all household income may communicate with the HUD Office of Inspector General to initiate a potential fraud investigation involving the nonreporting tenant. The best way to avoid an investigation, or retroactive repayments owed to CHD, is to report all income changes as they occur.

Household Composition Changes

Changes to a household composition can impact how rent is calculated with NAHASDA deductions. Changes such as newborns are expected to be reported promptly. Adding or subtracting from the household composition requires communication from the tenant to CHD so additions can be evaluated for potential approval, and subtractions can be noted for potential rent adjustments.

Conditions Of Occupancy

Some of the details related to occupying a CHD rental unit may vary from program to program, yet the general overall conditions for occupying a CHD rental unit are as follows:

- Apply for a CHD Rental Program

- Meet rental program eligibility criteria.
- Placed on wait list(s) based on date of application.
- Offering of a rental unit and Tenant Selection according to the program rule
- Accept a unit and sign a CHD Rental Agreement
- Pay Security Deposit and First month's rent.
- Comply with rental agreement, program rules, Oneida Nation laws, and applicable regulations.

Use of Unit Only for Residential Dwelling

The use of a CHD rental unit is for a single household residence. Any other use of the rental unit is prohibited and considered a violation of the rental agreement.

No Boarders or Lodgers

All CHD rental programs require a Household Composition Form is completed to identify those residing at the unit in which the tenant is renting. The rental unit is meant to house those listed within the Household Composition Form. No boarders, lodgers, or subleasing is permitted.

Unit Cleanliness

Housekeeping efforts are expected to result in a clean, safe, and sanitary unit. The tenant is responsible to keep the rental unit, garage (if applicable), shed (if applicable), and yard clean, free of clutter and garbage, and free of damage.

Disposing of Garbage

There are two classifications of garbage the tenant is responsible for disposing:

1. Routine garbage, picked up from the supplied trash receptacles for garbage and recyclables
2. Bulky trash that is not picked up by routine trash pickup efforts.
 - a. Common bulky trash items include, but not limited to:
 - i. Mattresses
 - ii. Dressers & End Tables
 - iii. Sofas & Recliners
 - iv. Tables & Chairs
 - v. Microwaves
 - vi. Dorm refrigerators
 - vii. Large Rugs or Carpets
 - viii. Large toys
 - ix. Televisions
 - x. Medium to large electronics



Bulky trash let at the curb is referred to as – Bulky Curbside Trash.

Routine garbage pickup vendors or municipalities do not pick up Bulky Curbside Trash during regularly scheduled routine garbage pickups. Disposing of and leaving bulky trash at the curb will result in a tenant receiving a Yard Maintenance Notice, providing a window time for the tenant to properly dispose of the trash, or be charged according to CHD's special bulky curbside trash vendor.

Both the Oneida Nation and local municipalities offer special pickups of bulky curbside trash in which the rental tenant is not charged.

For more information, please contact your Resident Services Specialist for a Good Things to Know – Bulky Curbside Trash handout.

Tenant Maintained Items

CHD rental tenants are required to maintain a handful of items within their rental unit.

Smoke Alarm Batteries

You should test smoke alarms every thirty days and immediately report a non-working smoke alarm. A smoke alarm is for safety, and it is very important to check it regularly to see if it is working. A good routine time to change smoke alarm batteries, whether they need them or not, is at Daylight Saving Time, time change. (Commonly in March and November of each calendar year)

Normally the smoke alarm will make a beeping sound when the batteries are not working or losing their charge. If the smoke alarm is not working properly, try replacing the batteries. If after changing the batteries the smoke detector is still not working properly, please call in a work order immediately.

Furnace Filter

Regularly changed furnace filter helps improve Indoor Air Quality by collecting dust, hair, and debris. Industry standards recommend changing a furnace filter every 90 days, meaning four times a year. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow.

Personal light bulbs

Bulbs located within a tenant's personal lamps and other items utilizing a light bulb.

Unit Alterations

Tenants are prohibited from making alterations to the rental unit or other improvements on the premises or construct any building or make any other improvements on the premises without the prior written consent of Landlord.

Any and all approved permanent alterations, changes, and/or improvements built, constructed, or placed on the premises by the tenant will become the property of Landlord and remain on the premises at the termination or expiration of the CHD Rental Agreement.

Signs

Section 605.11 of the Oneida Nation Zoning and Shoreland Protection Law speaks to Regulations of Signs. Many aspects of this law are likely not applicable to rental tenants. Yet, there are some signs tenants should better understand the rules related to them.

Temporary Political Signs

Such signs can be erected on private property. You are residing in a rental unit, therefore as a tenant, you cannot approve the placement of temporary political signs on CHD's property.

Free Standing Signs

Temporary free-standing signs, to included but not limited to "for sale" or "garage sale" signs, may be erected, with no permit required, for no greater than five (5) days provided the following:

- Sign is anchored to the ground
- Not adhered to telephone poles, stop signs, etc.
- Not obstruct any street, sidewalk, driveway, exit, or pedestrian way
- Be limited to one (1) pre premises
- Not exceed ten (10) square feet per side, with no more than two (2) sides permitted.

Quiet Enjoyment

Tenants are required to hold, enjoy, and occupy the unit for the duration of the rental agreement peaceably and quietly. Tenants are responsible for all activities and conduct occurring at the unit or on premises, to include the conduct of self, family, friends, visitors, and guests in a manner that does not disturb others.

Compliance with Laws and Rules

Tenants are required to comply with all applicable laws, rules, policies, and regulations, specifically including rules of each applicable program. Failing to comply with applicable laws, rules, policies, and regulations is considered a breach of the CHD Rental Agreement.

Secured Complexes – Who to Allow In

Safety and security are the primary reasons why a multi-unit rental complex have restricted access. Some complexes have common corridors and by having building access restricted there is a prevention of unwanted guests.

In a multi-unit rental complex, maintaining the safety and security provided by the buildings restricted access is the responsibility of all tenants. Propping doors open to bypass the restricted access is an infringement of the safety and security of others and can be considered a violation of the CHD Rental Agreement.

Tenants should only allow those into the building that they know, and trust. Tenants are responsible for the actions of their guests. Allowing those in the building that will infringe on the Quiet Enjoyment of others in the building can lead to a violation of the CHD Rental Agreement.

Reasonable Accommodations

Tenants with physical disabilities or special medical needs, residing in rental units with restricted accessibility, may request transfers to rental units with improved accessibility. A rental unit is considered accessible if, a mobility-impaired tenant/occupant can access the rental unit's ingress and egress and can get from the street to the rental unit in a safe and dignified manner.

Tenants can request reasonable modifications to the rental unit for a household member with a disability, such as grab-bars, temporary access ramp, additional railing, etc.

CHD has a select number of 2-bedroom, American Disability Act (ADA) Section 504 approved rental units, with an increasing amount of inventory having improved accessibility with accessible route to the unit, larger common spaces, accessibly located light switches, electrical outlets, and thermostats, reinforced bathroom walls for grab-bars, and walk-in tubs/showers.

How To Request a Reasonable Accommodation

As noted in Section 13 of the CHD Rental Agreement, tenants are not allowed to alter their rental units or premises without prior written consent from CHD. Some alterations, such as grab bars, are a matter of safety, so in the event a tenant is found in need of adding grab bars, it is best to contact a Resident Services Specialist and work with them to have a work order issued.

Resident Services Specialist do utilize a Property Alteration Request Form, which can be obtained by contacting a Resident Services Specialist. The form offers a format in which you can provide an array of details related to your property alteration request.

Some alteration requests may be found to be needed, and in cases such alterations are viewed to be CHD's responsibility, CHD will cover the installation and materials costs.

Should an alteration request be approved that the tenant will cover the expense, it is important to note that any alterations that are affixed to the CHD's rental unit become part of the property. Although paid for by the tenant, when the tenant moves out, the tenant cannot take, or remove, the alteration that has been affixed to the rental unit. Doing so subjects the tenant to being charged.

Should an alteration request be declined, and the tenant makes the modification regardless, the unapproved alteration will be considered tenant damage and subject to charges in accordance with Oneida Nation Landlord Tenant Law.

Eviction and Termination of Tenancy

Though the most common cause of eviction is a tenant failing to pay rent, a tenant's occupancy of a CHD rental unit may also be terminated when a tenant, or member of a tenant's household engages in prohibited conduct such as, but not limited to:

Misrepresentation

Failure to provide true and complete information or willful misrepresentation of any material fact relating to eligibility for admission, continued occupancy, or the amount of rent to be paid.

Breach of Rental Agreement and/or Program Rules

- Failure to provide complete and satisfactory verification of all household income
- Subletting or transfer of possession of an apartment for use by a person or persons other than the tenant of record or authorized household members
- Chronic rent delinquency
- Failure to comply with CHD's pet policy
- Poor housekeeping
- Conduct or behavior that presents a danger to the health and safety of neighbors or CHD employees
- Behavior that damages CHD property or poses the threat of damage
- Behavior that is considered to endanger the peaceful occupation of other residents
- Common-law nuisances
- Tenants and their household can also be evicted for drug activity at a CHD's rental unit and/or premises.

Eviction and Termination Process

Eviction and Termination of tenants residing in a CHD rental unit is administered in accordance with the Oneida Nation Eviction and Termination Law. The laws' purpose is to provide consistent procedures relating to the Nation's rental and leasing programs for terminating a contract and/or evicting an occupant which affords the applicant due process and protects all parties involved.

Early rental agreement termination may occur prior to the contract term and evict the occupant, if the occupant:

- Violates the terms of the contract,
- Is alleged to have violated any applicable law or rule; and/or
- Is alleged to have committed one or more nuisance activities.

The Eviction and Termination Law defines nuisance activities as:

"Nuisance" means an occupant's interference with another occupant's use and enjoyment of the premises. Nuisance activities include, but are not limited to, allegations of harassment, disorderly conduct, battery, lewd and lascivious behavior, prostitution, theft, possession of stolen property, arson, illegal drug activity, gambling, animal violations, trespassing, weapons violations, habitual noise violations (as defined in the rules which the Land Commission and the Comprehensive Housing Division shall jointly establish), execution of warrants, alcohol violations, obstruction/resisting, inspection related calls in which a law enforcement agency responds.

In rental agreement violation cases where the Eviction and Termination Law calls for a 30-Day Notice to Cure or Vacate, CHD will issue a Warning Letter for the applicable violation.

A Warning Letter is meant to serve the following purpose:

- To bring to the attention of the tenant a violation or alleged violation
- To provide a tenant an opportunity to be heard as it pertains to the violation
- To provide a tenant an opportunity to cure a violation and avoid a notice
- To clarify that cures agreed upon but not met, will result in a 30-Day Notice to Cure or Vacate

A tenant making effort to avoid a 30-Day Notice to Cure or Vacate helps them avoid the “one-year probationary period” associated with a notice, which subjects a tenant to a 14 Day Notice to Vacate if the violation is repeated within one year of the date of the 30 Day Notice to Cure or Vacate.

Eviction for Nonpayment of Rent

Tenants failing to pay monthly rent are subject to a 30-Day Notice to Cure or Vacate. CHD must agree to the proposed cure offered by the tenant, which may include:

- Paying rent in full.
- Establishing a Repayment Agreement, which repays the unpaid rent through monthly installments.

An accepted cure subjects the tenant to a “one-year probationary period”, in which repeated violation of nonpayment of rent subjects the tenant to a 14 Day Notice to Vacate. The “14 Day Notice” does not offer an opportunity to cure.

Tenants should keep in mind a Repayment Agreement entails the tenant paying the regular monthly rent plus the Repayment Agreement monthly installment. A tenant failing to pay both rent and the repayment installment, or only rent, or only the repayment installment is in breach of the Repayment Agreement and subject to subsequent steps in the Eviction and Termination process.

Eviction for Breach Other Than Nonpayment of Rent

Tenants violating, or breaching the CHD Rental Agreement, outside of nonpayment of rent, are subject to a 30-Day Notice to Cure or Vacate. CHD must agree to the proposed cure offered by the tenant.

An accepted cure subjects the tenant to a “one-year probationary period”, in which repeated violation of nonpayment of rent subjects the tenant to a 14 Day Notice to Vacate. The “14 Day Notice” does not offer an opportunity to cure.

Eviction for Violation of Laws

If a tenant or occupant violates an applicable law, rule, or commits an act of nuisance (as defined by the law), CHD may terminate the rental agreement based on the allegation of the violation of applicable law, rule, or act of nuisance.

Before CHD can terminate under this section of the Eviction and Termination Law, CHD must have received notice of violation which may be from, but is not limited to, another occupant, law enforcement agency, of local government’s office of district attorney.

The notice of violation must report the violation of an applicable law or rule on behalf of the occupant or in the occupant’s unit, or a nuisance that exists in that occupant’s unit or was caused by that occupant on the owner’s property.

Violations under this section of the law are subject to at least a 5 Day Notice to Vacate.

Contesting Eviction and Termination

Tenants seeking to contest eviction and termination may do so through the Oneida Judiciary Court.

Crime & Safety

It is a high priority of CHD that residential neighborhoods and complexes are free of crime and safe for all CHD tenants and neighboring residents. CHD has authority over its Rental Agreement, not the laws of the Oneida Nation, State of Wisconsin, municipal, or federal laws.

Based on the Oneida Nation's Eviction and Termination Law's definition of nuisance, it is important that tenants seeing or knowledgeable of criminal activity contact Oneida Police Department or other local police departments.

Eviction and Termination Law Definition of Nuisance

Nuisance activities include, but are not limited to, allegations of harassment, disorderly conduct, battery, lewd and lascivious behavior, prostitution, theft, possession of stolen property, arson, illegal drug activity, gambling, animal violations, trespassing, weapons violations, habitual noise violations execution of warrants, alcohol violations, obstruction/resisting, inspection related calls in which a law enforcement agency responds.

Secured Complexes

CHD has several residential multi-unit rental complexes. For the safety of those residing at these units the complexes have secured ingress and egress. Tenants found leaving the complex unsecured, and/or propping doors ajar to allow guests in the building will be found in violation of their CHD Rental Agreement.

Safety is important for all tenants residing in these complexes. Please be considerate and help keep the complex safe.

See Something, Say Something

You can help keep your neighborhood and community safer by reporting suspicious activity to law enforcement.

Suspicious activity is an observed, or sometimes heard, behavior that may indicate criminal activity, or activity that places risk in your neighborhood or community.

Although sometimes activities may be innocent, it is up to law enforcement to whether the behavior warrants investigation.

Suspicious activity can include, but is not limited to:

- Vehicles parked in an odd location.
- Increased foot traffic at a given address.
- Persons arriving and leaving at unusual hours.
- Stranger(s) loitering in neighborhood or cruising street repeatedly.
- Someone peering into cars or windows.
- Open or broken doors and windows at unoccupied units or signs of forced entry.



In addition to suspicious activity, there can be good reason to report disruptive activity coming from people yelling and screaming in an adjacent unit, in the driveway or street, within the neighborhood, etc.

Those reporting suspicious or disruptive activity can remain anonymous by calling the Crime Stoppers Tip Hotline.

Fire Safety

U.S. fire departments respond to an estimated annual average of 373,900 home structure fires. Cooking fires remain the leading cause of home structure fires and home fire injuries and smoking materials continue to be the leading cause of home fire deaths.

Smoke Detectors

Every CHD rental unit is supplied smoke detectors in accordance with Wisconsin Building Codes. Tenant removal of smoke and/or carbon monoxide detectors is a violation of the CHD Rental Agreement, Section 9 – Care and Maintenance of the Premises.

Household Fire Hazards

Some of the most common fire hazards observed in CHD rental tenant units:

- Flammable materials (clothes, cardboard, papers, etc.) too close to furnace
- Flammable materials (clothes, cardboard, papers, etc.) too close to water heater
- Outdoor barbeque grilling too close to the rental unit
- Overloaded outlets and surge protectors
- Smoking inside the unit and in proper disposal of ashes and butts
- Disconnected and/or removed smoke detectors
- Excessive lint in clothes dryer vent and lint trap
- Improper use of space heaters

Household Fire Safety Tips

The following serves as a list of some of the most common fire safety tips, meant to help you make sound decisions in keeping you and your family at less risk of a home structure fire:

Watch your cooking.

Stay near the area you are cooking, whether that is the kitchen or outdoor grilling. If you must leave, even for a short time, it is best to turn off the stove or grill. Do not grill in or near the rental unit. Keep your stovetop clean, and keep flammable materials away from the stove, such as potholders, towels, newspapers, and plastic bags.

Smoke outside.

It is best for smokers to smoke outside and properly dispose of ashes and butts away from the rental unit.

Give space heaters space.

Keep space heaters at least 3 feet from anything that can burn. When leaving the room or going to sleep, turn space heaters off.

Inspect electrical cords.

Replace cords that are cracked, damaged, have broken plugs, or have loose connections. Do not overload outlets or surge protectors.

Test smoke alarms.

Don't assume the alarm is working. Test alarms monthly and replace batteries at least once a year.

In Case of Fire

- Know how to safely operate a fire extinguisher.
- GET OUT, STAY OUT and CALL 9-1-1
- Yell "Fire!" several times and go outside right away. Leave all your things where they are and save yourself.
- If closed doors or handles are warm or smoke blocks your primary escape route, use your second way out. Never open doors that are warm to the touch.
- If you must escape through smoke, get low and go under the smoke to your exit. Close doors behind you.
- If smoke, heat, or flames block your exit routes, stay in the room with doors closed. Place a wet towel under the door and call the fire department or 9-1-1. Open a window and wave a brightly colored cloth or flashlight to signal for help.

If your clothes catch on fire:

- **Stop** what you're doing.
- **Drop** to the ground and cover your face if you can.
- **Roll** over and over or back and forth until the flames go out. Running will only make the fire burn faster.

Potential Household Hazards

Many of the most common household hazards found in rental units can be prevented by the tenants occupying the rental unit. The following offers both insight and information related to some of the most commonly found household hazards and how tenants can decrease the risk of such hazards.

Preventing Mold

Two key components that introduce the risk of mold is water and lack of air flow. Removing the source of moisture by reporting leaks and cleaning up accidental water spills can prevent a lot of the risk.

Letting fresh air into your rental unit will help prevent mold and can also help lower the amount of moisture, which also helps reduce the potential of dust mites and cockroaches. Keeping your rental unit well-ventilated by opening windows, using fans, and arranging furniture so windows are not blocked, can go a far way in preventing mold.

Some additional ideas that can help with air flow throughout your rental unit:

- Move fans, sofas, and other furniture away from walls and corners to promote air and heat circulation.
- Keep your bathroom window open a little, when weather permits, especially when you are showering or drying clothes.
- If you have an exhaust fan in your bathroom, make sure it is working, and remove any accumulated dust from the vent cover to improve air circulation. If it is not working properly, call in a work order.
- Keep your rental unit clean, dry, and free of clutter.
- Lower humidity in the apartment during humid weather by using an air conditioner and/or a dehumidifier.
- When cooking, keep pots covered and windows open; even keeping windows slightly open will help.
- Use area rugs that can be taken up and washed often.
- Keep your drapes open during the day, and refrain from hanging thick/heavy blankets to cover windows.

- Hang wet clothes to dry in open areas in your rental unit, such as on bathroom shower rods or on drying racks with the window open. Thoroughly wring out clothes prior to hanging. Take slow-drying, heavy items to a commercial dryer at a laundromat.
- Dry all wet surfaces and reduce the moisture/water source upon discovery of condensation or moisture collecting on windows, walls, or pipes.

Cleaning Mold

Surface mold should be cleaned as soon as it is noticed using regular household cleaners. Never mix products containing ammonia with those containing bleach.

Individuals who are cleaning mold should be free of allergies or symptoms such as nasal congestion, cough, sore throat, or upper respiratory infections. The individual should wear protective clothing as recommended by the manufacturer of the household cleaner used. The cleaned area must be dried thoroughly with a sponge or rag that should be disposed of immediately and not reused. Absorbent materials that contain mold, such as linen or carpets, might need to be replaced.

If you have tried cleaning and proper ventilation and nothing seems to work, call in a work order.

Bed Bugs

The Environmental Protection Agency (EPA), the Centers for Disease Control and Prevention (CDC), and the United States Department of Agriculture (USDA) all consider bed bugs a public health pest. However, unlike most public health pests, bed bugs are not known to transmit or spread disease.

They can, however, cause other public health issues, so it's important to pay close attention to preventing and controlling bed bugs.

The good news is that there are ways to control bed bugs. Getting good, solid information is the first step in both prevention and control. While there is no chemical quick fix, there are effective strategies to control bed bugs involving both non-chemical and chemical methods.



Bed Bug Do's and Don'ts

Do:

- Contact CHD Resident Services Specialist informing them of your suspicion of bed bugs. CHD will utilize a Pest Management Professional to confirm if bed bugs are present and the best form of treatment, executed by the Pest Management Professional.
- Do follow Pre-Treatment Checklist to ensure treatment is effective.
- Do take steps to reduce clutter and organize personal possessions. Clothes and fabric items that may be infested should be dried in a hot dryer for at least 30 minutes. If infested furniture or bedding needs to be disposed of, wrap these items in plastic before removing them from the home or apartment.
- Do discourage others from taking the discarded items by spray painting a big "x" on both sides, by cutting the fabric so it looks ruined, or by disassembling the item to render it unusable.
- Do limit visitors to the home or apartment until the bed bugs are gone.
- Do install bed bug proof encasements on the mattress and box spring. Bed sheets/linens should be installed over the encasements. These encasements prevent bed bugs from finding hiding places on the mattress or box spring. The white color makes it easier to detect new bed bug activity. Bed bugs that are trapped under the encasement will die. The encasements should stay on for at least one year.

Don't:

- Don't panic! Bed bugs can be controlled with careful inspection and by using proper control methods.
- Don't ignore the bed bugs. Acting right away will increase success in eliminating bed bugs.
- Don't sleep on another bed or the sofa. Bed bugs may follow making it much more difficult to get rid of them.
- Don't try to kill bed bugs by using agricultural or garden pesticides or other unregistered products. Using pesticide products to kill bed bugs that are labeled for outdoor use can make humans very sick.
- Don't try to kill bed bugs with room foggers or "bug bombs." The mist released by these items just does not reach the places where bed bugs hide.
- Don't throw away furniture. In most situations beds and other furniture can be treated for bed bugs effectively. Throwing away furniture can spread the bugs to other homes and apartments.
- Don't store things under the bed. Storing stuff under the bed gives bed bugs many new places to hide. This makes it more difficult to get rid of bed bugs.
- Don't move things from room to room. Moving things from the room with bed bugs to another room in the house may spread the bed bugs.

Rodents and Other Pests

Wisconsin is home to many rodents including Mice, Rats, Moles, Voles, Chipmunks, and Muskrats. Rodents can create health hazards for human health in several ways.

Out of all the diseases carried by rats and mice, there are four main offenders that cause the most concern in Wisconsin. The most common rodent-related diseases are:

- **Hantavirus**, which is found most often in the urine and feces of deer mice. Hantavirus is a respiratory illness that can cause fever and chills and, if left untreated, is potentially fatal.
- **Salmonella**, also known as food poisoning. It's spread by rats and mice walking over and tracking dirt and bacteria over food surfaces and can cause severe stomach cramps and vomiting.
- **Rat-bite fever**, or RBF. It is passed through bites and scratches from an infected rodent. Even a dead rat can transmit it, which is why it's so important to be careful when disposing of rodent bodies.
- Bubonic plague, probably the most widely known rodent disease in history. It's mostly spread through fleas living on rats before spreading to humans.

There are several precautions tenants can take within their rental unit, and outside of it to prevent the introduction of rodents:

Inside the Unit

- Keep food and water covered and stored in rodent-proof containers. A rodent-proof container is made of thick plastic, glass, or metal and has a tight-fitting lid.
- Keep pet food covered and stored in rodent-proof containers. Allow pets only enough food for each meal, then store or throw out any remaining food. Do not leave excess pet food or water out overnight.
- Dispose of garbage on a frequent and regular basis.
- Wash dishes, pans, and cooking utensils immediately after use.
- Remove leftover food and clean up any spilled food from cooking and eating areas.
- Do not store empty cans or other opened containers with food residues inside the home.

Outside the Unit

- Dispose of debris and trash as soon as possible. Store woodpiles and stacks of lumber or other materials at least 12 inches above the ground and as far away from the home as possible.

- Store garbage in rodent-proof containers with tight fitting lids.
- Remove any food sources, including animal carcasses, that might attract rodents.
- Haul away trash, abandoned vehicles, discarded tires, and other items that might serve as rodent nesting sites.
- Keep grass short and cut or remove brush and dense shrubbery that may provide rodents cover and protection.
- Trim tree limbs or shrubs that overhang or touch buildings.

Cleaning Tips

Keeping your rental unit clean is important for your and your family's health and safety. Here are some tips to help maintain your home:

Floors

- Dry clean by spot mopping or broom sweeping.
- For a more thorough cleaning, use a mild cleaning solution. Too much water can loosen tiles.

Walls

- Clean glossy-finish walls with a damp cloth or by gently washing with soap and water.
- Clean flat paint-finish walls by lightly rubbing with a damp cloth and soap to remove spots.

Kitchen

- Clean sinks with mild soap powder detergents. Do not use bleach or abrasive scouring powder.
- Clean wood cabinets by wiping them with a soft, dry cloth. For soiled cabinets, wipe with a damp cloth and polish dry with a clean, soft cloth. In case of heavy soil and for occasional cleaning, use a wood cleaner and preservative. Polish with a soft, dry cloth.
- Clean laminated plastic countertops by wiping with a cloth dipped in mild dishwashing detergent and water. For stubborn stains, apply a small amount of mild powder cleanser with a damp cloth. Rinse several times and wipe dry with a clean, soft cloth.
- To avoid stoppages, never empty grease, coffee grounds, potting soil from flowerpots, or other refuse into your sink. If your sink does get stopped up, don't try to fix it yourself; call in a work order.
- Never use commercial lye or other drain cleaners to clear stopped sinks. Most of the time it only will make the problem worse.
- Keep the burners on your stove clean and wipe the stove top clean after each use to prevent grease buildup and grease fires.

Refrigerators

- Disconnect the power cord before cleaning your refrigerator. A mild soap and water combination, or mild liquid sprays, will keep the outside of your refrigerator clean. Dry with a clean, soft cloth.

- Do not use scouring pads, powdered cleansers, bleach, or cleaners containing bleach, as they can scratch and erode the paint finish.
- Do not wax plastic or vinyl parts of the refrigerator.
- Keep the door gasket clean. The gasket is the rubber seal around the frame. It keeps the cold air in and the hot air out. Spilled liquids will make the gasket and frame sticky, which may cause the gasket to tear when opening the door. Use a baking soda solution of one to two tablespoons of baking soda per quart of water, soap, and warm water, or a mild scouring powder, to keep it clean. You can also use glass cleaners on the glass shelves.

Sink & Countertops

- A sink cover can be used to cover one side of a double sink so that you have more counter area.
- Do not use the kitchen countertop and sink covers for cutting and chopping food.

Bathrooms

- Use soap powder or mild detergent and water for cleaning the porcelain enamel bathtub and sink in your apartment.
- Use a damp cloth on chrome fixtures.
- Never use a bleach concentrate or abrasive scouring powder. Water and mild detergent should also be used for mopping or scrubbing the bathroom tile.
- Do not use metal polishes - they will destroy the finish. Wash your medicine cabinet and mirror with mild soap and water and dry it thoroughly.
- If you have a vent in your bathroom, give it a regular dusting or vacuuming.

Managing Clutter

Often unintentional, yet before you know it your rental unit can become cluttered. There are some benefits to having less personal property within your rental unit and clearing out the clutter:

- Less to clean
- Less to organize
- Less stress
- Less apt to contribute to uncleanliness.

Here are several interesting decluttering tips to get you started on decluttering your rental unit:

- **Start with 5 minutes at a time.** If you're new to decluttering, you can slowly build momentum with just five minutes a day.
- **Give one item away each day.** This would remove 365 items every single year from your home. If you increased this to 2 per day, you would have given away 730 items you no longer needed. Increase this number once it gets too easy.
- **Fill an entire trash bag.** Get a trash bag and fill it as fast as you can with things you can donate at Goodwill.

- **Donate clothes you never wear.** To identify them, simply hang all your clothes with hangers in the reverse direction. After wearing an item, face the hanger in the correct direction. Discard the clothes you never touched after a few months.
- **Take the 12-12-12 challenge.** Locate 12 items to throw away, 12 to donate, and 12 to be returned to their proper home.
- **Take before and after photos of a small area.** Choose one part of your home, like your kitchen counter, and take a photo of a small area. Quickly clean off the items in the photo and take an after photo. Once you see how your home could look, it becomes easier to start decluttering more of your home.

Common Repair Fees & Charges

Unless otherwise noted within the CHD Rental Agreement, tenants are responsible for lawn care (mowing & trimming) and snow removal. In the event a tenant does not meet these responsibilities CHD Maintenance will address uncut lawns and uncleared snow and charged accordingly.

Lawn Care & Snow Removal	
Lawn Mowing	\$125
Snow Removal	\$125

Tenants that move-out and do not follow the move-out procedures by cleaning the items listed below, are subject to the following charges for CHD Maintenance needing to clean these items in preparation for future tenants.

Unit Cleaning	
Oven/Stove	\$75
Refrigerator	\$75
Shower/Tub	\$75
Toilet	\$50

During tenancy or after move-out, tenants will be charged accordingly for items that are missing or damaged to the point of requiring replacement.

Damage /Replacement	
Internal and External Doors (each)	Actual Cost + Labor/Installation
Wall Repair	Actual Cost + Labor/Installation
Painting	Actual Cost + Labor/Installation
Windows (each)	Actual Cost + Labor/Installation
Window Screens	Actual Cost + Labor/Installation
Refrigerator Shelves/Racks	Actual Cost + Labor/Installation
Bathroom Mirror	Actual Cost + Labor/Installation
Light Fixtures	Actual Cost + Labor/Installation
Curtain Rods	Actual Cost + Labor/Installation
Flooring	Actual Cost + Labor/Installation
Exterior Damage	Actual Cost + Labor/Installation
HVAC Filter Replacement & Cleaning	\$50
Dryer Vent	\$50
Smoke Detector (each)	Actual Cost + Labor/Installation
Carbon Monoxide Detector (each)	Actual Cost + Labor/Installation

Fire Extinguisher (each)	\$50
Door Key (lost or not returned)	\$30
Door Lock/Deadbolt	Actual Cost + Labor/Installation
Garage Door Remote	\$70
Garage Door - Panels or Full Door	Actual Cost + Labor/Installation
Mailbox Keys (lost or not returned)	Actual Cost + Labor/Installation
Mailbox and/or Post	Actual Cost + Labor/Installation
Trash Can	\$150
Recycle Can	\$150

If a bed bug concern is reported and confirmed in a CHD unit, CHD will treat the property, with follow-up from the service provider to ensure treatment has satisfactorily resolved the concern.

If multiple treatments are required due to repeat infestation based on tenant negligence, CHD will insure treatment to the property has been complete. Tenants requiring multiple treatments due to negligence are subject to reimbursing CHD for paid treatments.

Prior to bed bug treatment a tenant is provided with a pre-treatment checklist in which the tenant is responsible to complete. Treatment cannot occur until the pre-treatment checklist has been completed. When a service provider has a scheduled date to treat a property and the tenant has not completed the pre-treatment checklist, resulting in a required rescheduling of treatment, the tenant will be charged.

Bed Bug Treatment Charges	
Tenant Treatment Preparation Incomplete by Treatment Schedule Date	\$150
Treatment Charges (for those treated more than twice per agreement period)	Actual Cost

Curbside Bulky Trash Pickup	
Flat rate charge with additional charges for electronics and appliances	\$150
Additional Charges – Electronics & Appliances	
Computers, computer accessories, TV's, cell phones, and other electronics	\$50 per item
Appliances such as stoves, dehumidifiers, dishwashers, microwaves, washers, dryers, window air conditioners	\$30 per item
Appliances such as refrigerators and freezers	\$40 per item

When applicable CHD charges a very modest rate for labor/installation/service fee. The rate is charged at a minimum of one hour, per number of workers being used to complete a task.

Service Fee & Hourly Rate Charges	
Labor/Installation/Service Hourly Rate (per hour & per worker)	\$40
Repetitive/Bogus Work Orders	
Repetitive work order requests due to a tenant's negligence, and/or, bogus work order requests resulting in nothing needing repair, will result in the tenant being charged.	
Tenants will be charged a <u>minimum of one hour of Labor Rate (per worker)</u> for CHD Maintenance staff dispatched for repetitive and/or bogus work order calls. On <u>weekends a minimum of two hours of Labor Rate (per worker)</u> will be charged. Additional charges may apply.	

Tenant charges will include any charges CHD has received from vendors being dispatched to a unit for a repetitive and/or bogus work order call.

Abandoned/Inoperable Vehicles

All removal of abandoned/inoperable vehicles costs will be forwarded to the tenant.

The Repair & Service Charge list is not all-inclusive. Replacement of items not within this listing will be charged according to actual item cost and subject to installation/service fees.

Informational Video Links

The following links lead to informational videos, primarily found on YouTube, that provide helpful information and tips for an assortment of topics:

Housekeeping

<https://youtube.com/shorts/FSvTmvvjP7E?si=YuSI3ApB-N9BOyZJ>

<https://youtube.com/shorts/Fme1EuoZyjY?si=Ht1GAzu0PHiohsVb>

Indoor Air Quality

https://youtu.be/b_o5ILXTbc4?si=mHW_BZTVLvCiz02w

Trash Disposal

<https://youtu.be/wX5sIU0NqRY?si=LkpUFOk0nUMAbOe3>

Combustibles Safety

<https://youtu.be/U9Eyxp18OFo?si=Bz3quRaL2oblBYKE>

Overloaded Outlets

<https://youtube.com/shorts/tYUjLE8fS8M?si=KV-sDWOErJ5cgeyW>

Furnace Filter

https://youtu.be/YaGJiF_t1Fs?si=t51kFLBI_KmdEFx0

Flushable Wipes

https://youtube.com/shorts/HO_kpW-Pz6o?si=PFGqI3Kx5HuxzKDy

Drain Cleaners

<https://youtube.com/shorts/yK33yAtUVYs?si=0McvL5AuO4YO9IRu>

Dehumidifiers

<https://youtube.com/shorts/3oJwPOOq3dM?si=Vz70ofGZcrLhdyuT>

<https://youtube.com/shorts/lGwltq83Cfc?si=OyJKUco7uusClkG5>

Bed Bugs

https://youtube.com/shorts/06o_zj14xNE?si=R_9O2Ejc8CXqWfBK

<https://youtu.be/HzGj3dYUBUY?si=9PEPsUYIXM7bKM0->

Animal Feces

https://youtu.be/HoBoJGcC8_4?si=SNEa46sQr5G_QPyk

<https://youtu.be/hpObgKulxZg?si=YipU6moJ8THB9ygM>

https://youtu.be/VOoTTHd8Qfg?si=zCl_TT095IjU2NGQ

https://youtu.be/gN23IztR2ow?si=Z_TcHpczAZGCf307