



***M. HENRY WALL PLAZA***  
***PUBLIC HOUSING RESIDENT HANDBOOK***  
***AND***  
***COMMUNITY RESOURCE GUIDE***

The M. Henry Wall Plaza Public Housing Development is funded by the U.S. Department of Housing & Urban Development and Managed by the Lynn Housing Authority & Neighborhood Development



Charles Gaeta  
Executive Director

# TABLE OF CONTENTS

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<b>MANAGEMENT POLICIES .....</b>	<b>1</b>
IMPLEMENTATION.....	1
RENT .....	1
KEYS & LOCKS.....	1
MAINTENANCE.....	2
MAINTENANCE EMERGENCIES.....	2
TRASH REMOVAL.....	2
DISPOSAL OF APPLIANCES AND OTHER ITEMS NOT ACCEPTABLE FOR TRASH PICKUP.....	3
RESIDENT PARKING AND TOWING.....	3
VISITOR PARKING AND TOWING.....	3
INSURANCE.....	4
LAUNDRY.....	4
HEAT AND AIR CONDITIONING.....	4
EXTERMINATIONS.....	4
INSPECTIONS .....	4
MOVING OUT.....	5
SECURITY.....	5
ON-SITE SECURITY.....	5
EMERGENCIES .....	5
REPORTING FRAUD.....	5
ADDITIONAL POLICIES .....	6
<b>PET POLICY .....</b>	<b>11</b>
RESIDENT OBLIGATIONS .....	11
LIABILITY OF PET OWNER FOR DAMAGE OR INJURY.....	13
<b>GRIEVANCE POLICY &amp; PROCEDURE .....</b>	<b>14</b>
PURPOSE .....	14
DEFINITIONS.....	14
INFORMAL SETTLEMENT OF GRIEVANCE.....	15
EXPEDITED GRIEVANCE PROCEDURE.....	15
OBTAINING A HEARING.....	16
PROCEDURES GOVERNING THE FORMAL HEARING.....	17
SCOPE OF JURISDICTION OF THE HEARING OFFICER.....	17
DECISION OF THE HEARING OFFICER.....	18
LHAND EVICTION ACTIONS .....	19
<b>CARE OF YOUR APARTMENT .....</b>	<b>20</b>
RANGES.....	20
REFRIGERATORS.....	20
CABINETS.....	20
TILE FLOORS .....	20
KITCHEN SINKS.....	20
BATHROOM SINK, TUB, TOILET AND CERAMIC TILE.....	21
SMOKE DETECTORS .....	21
OUTLET PLATES.....	21
<b>BENEFITS OF LIVING IN WALL PLAZA .....</b>	<b>22</b>
WALL PLAZA RESIDENT COUNCIL, INC.....	22
ACTIVITIES .....	22
SHOPPING.....	22
TRANSPORTATION .....	22
WORSHIP.....	23

FINANCIAL PLANNING .....23

**SUSPICIOUS ACTIVITY..... 24**

**IMPORTANT TELEPHONE NUMBERS ..... 25**

LYNN PUBLIC SCHOOLS .....26

OTHER EDUCATIONAL FACILITIES .....26

PRIVATE SCHOOLS.....26

COMMUNITY / EMERGENCY PHONE NUMBERS .....26

DISABILITIES .....27

FOOD PANTRYS .....27

**MI SCELLANEOUS CHARGES ..... 28**

**For more information, please visit the Lynn Housing Authority & Neighborhood Development on the Internet at [www.lhand.org](http://www.lhand.org)**

## **MANAGEMENT POLICIES**

### **IMPLEMENTATION**

The M. Henry Wall Plaza Development is professionally managed by the Lynn Housing Authority & Neighborhood Development (LHAND).

These Management Policies are established by the LHAND's Board of Commissioners. The on-site Management Staff is committed to implementing these policies in a fair and equitable manner, with the goals of satisfied residents and an attractive, desirable community. Please contact your Management Office or refer to the tenant lease when any questions arise regarding LHAND policies.

### **RENT**

Tenant's rent is due on the first day of each month. The Management Office will distribute rent coupons and envelopes to each tenant. You will be required to mail your rent coupons with your name and account number with your check or money order in the envelopes provided. If a tenant needs additional rent coupons or envelopes, contact the Management Office at 781-581-8606.

The LHAND has an aggressive Rent Collection Policy, which is strictly enforced. In case of an income decrease, it is the tenant's responsibility to report this decrease to the Management Office and the adjustment will become effective on the first day of the month following the reported change in circumstances. In case of an income increase, it is the tenant's responsibility to report this increase to the Management Office within 10 days of the occurrence when an increase in household income is greater than 10%. The increase will become effective the first day of the second month following the month in which this change was reported. (Please refer to your lease for additional information regarding Rent Collection).

Legal proceedings will be initiated for residents failing to make timely rental payments.

### **KEYS & LOCKS**

Upon signing the lease, the tenant will be given one set of keys to the apartment. If at any time keys to the apartment are lost, the loss must immediately be reported to the Management Office. A fee will be charged to replace lost keys. Replacement keys will only be given to the Head of Household.

Locks are not to be changed or altered. Additional locks are not to be affixed to the interior or exterior doors. The tenant may request that exterior locks be changed by contacting the Maintenance Department. However, the tenant will be charged a fee for this service in accordance with the list of charges on page 27.

In case you have locked yourself outside your unit by accident, do not try to enter your apartment by forcing open windows or doors. Contact the Management Office during regular business hours. After hours, Wall Plaza has assigned a lock out person who you can turn to. Please contact the lock out person for help after regular business hours:

Charles Ward 781-367-9614 Tremont, #208B

If you call the Maintenance Department after hours, you will be charged a fee for this service in accordance with the list of charges on page 27.

It is recommended that residents provide a spare apartment key to a trusted neighbor or family member to avoid being locked out and incurring a charge.

## **MAINTENANCE**

As a tenant you have a responsibility to look after your home and complete the smaller routine repairs, such as replacing light bulbs and window shades.

The Maintenance Department is staffed Monday through Friday 7:30 AM – 4:00 PM. If a tenant needs maintenance or repairs to their unit, they should contact the LHAND Maintenance Department at 781-598-3434. Please be prepared to give your name, address, and the nature of the problem. Also inform if a member of the Maintenance Staff may not enter your apartment in your absence. Please do not approach LHAND Maintenance workers to report problems. The staff is only allowed to perform assignments received by the Maintenance Department Office.

Maintenance staff will respond to all heating, plumbing, painting, carpentry, electrical and other related requests. Residents will be charged for labor and material costs of maintenance service calls caused by resident negligence. Maintenance bills must be paid within 30 days. (Please refer to the list of charges on page 27).

## **MAINTENANCE EMERGENCIES**

***Calls after hours should be for emergencies only.*** If you have an emergency that has to do with the maintenance of your apartment call 781-598-3434. The answering service will take the call and forward it to the “on call” staff person who will get in touch with you.

Emergencies arise when residents are faced with a health or life-threatening situation or there is a condition which might result in serious structural or system damage if not corrected in a 24-hour period.

The following are considered an **EMERGENCY**, please call 781-598-3434 immediately if these situations should occur:

- Gas Leaks (call 911 first)
- No heat – during cold weather only
- Serious water leak – as a result of heavy rain, pipe burst, etc.
- Sewage back up – in basement or building
- No Water throughout unit
- Seriously damaged or broken apartment door – making it impossible to secure apartment
- Smoke detector can't be turned off (hard wired only)
- Electrical Failure throughout unit
- Sparks/smoke (electrical & furnace)

## **TRASH REMOVAL**

In order to maintain a clean, healthy, and attractive community, it is essential that Wall Plaza residents cooperate with the Management Staff on trash policies.

Trash is each resident's responsibility and should be regularly discarded to trash chutes located within Wall Plaza. All trash must be secured in bags and properly placed in trash chutes.

Large items (ex. mattress and box spring, a couch, chair, etc.) can be placed next to dumpsters between 6:00 p.m. on Sundays and 8:00 a.m. on Mondays (do not put large items out for pickup if it is raining). Please see Disposal of Appliances and Other Items Not Acceptable for Trash Pickup below for information on how to dispose of those items.

Do not contact the LHAND Maintenance Office or approach Maintenance workers to discard your trash.

No rubbish, refuse, or waste or other material shall be thrown from the windows or doors of any dwelling.

If trash is not disposed of properly, residents will be held accountable for its appropriate disposal and charged. (Please refer to the list of charges on page 27).

## **DISPOSAL OF APPLIANCES AND OTHER ITEMS NOT ACCEPTABLE FOR TRASH PICKUP**

To dispose of tenant owned appliances, air conditioners, automotive batteries, chemical containers, TV's, computer monitors, tires, and other items not acceptable for trash pickup; you may need to contact a local company that will remove these items, possibly for a fee. Please consult the Yellow Pages. The LHAND does not have the ability to dispose of these items. Do not place any items of this nature on Wall Plaza property or at the curb for trash day or at any other time.

Computer monitors, TVs and propane tanks can be dropped off at 250 Commercial St. (off the Lynnway) every Tuesday from 8:30 a.m. to 2:30 p.m. for a fee. If you plan on doing some cleaning and want to dispose of large items, the DPW holds Dumpster Days throughout the year. On these days, you can dispose of material at the DPW, 250 Commercial St., from 7 a.m. to 2 p.m. No appliances. For more information call the DPW at 781-268-8000.

If appliances and other items not acceptable for trash pickup are found in non-designated areas, residents will be held accountable for its appropriate disposal and charged. (Please refer to the list of charges on page 27).

## **RESIDENT PARKING AND TOWING**

Parking stickers are given only to M. Henry Wall Plaza residents who own an automobile which is registered and insured to the head of household or members of the family who are listed on the lease. All residents must display a LHAND resident parking decal issued by the Management Office. Due to space restrictions, residents will be permitted two Parking Decals per household. Please be sure to park within designated parking areas. Observe all parking rules and regulations as well as all posted signs relating to parking (i.e. handicapped spaces, park in between lines, no parking on fire lanes, no parking in guest parking lots, etc.). Vehicles parked in any area which is not an authorized Resident parking area will be towed at the owner's expense.

On street resident parking is located on Tremont and Bond Streets. Parking spaces located in the Wall Plaza lot are assigned to residents by the Management Office. Unauthorized vehicles parked in the Wall Plaza lot will be towed at the owner's expense.

Resident parking is allowed in the Church Street lot. However, vehicles must be removed Monday-Friday by 7:30 a.m. Vehicles are not allowed in the Church Street lot Mon-Wed-Thurs 7:30 a.m. to 4:30 p.m., Tues 7:30 a.m. to 7:30 p.m., and Fri 7:30 a.m. to 1:00 p.m. **Any vehicle parked in the Church Street lot during these times will be subject to towing at the owner's expense.**

If you change vehicles, you must request a new sticker. New stickers will be given only when you return the old sticker from the previous vehicle and new vehicle registration.

Working on vehicles in Wall Plaza is not allowed. Any vehicle being repaired will be towed.

Vehicles with flat tires or resting on jacks/blocks will be towed. As well as any vehicle with or without a sticker that does not operate and does not move from a parking space.

No disabled, abandoned or unregistered vehicles, including those lacking current inspection stickers, will be permitted to remain on LHAND property. **All such vehicles will be subject to towing at the owner's expense.** The LHAND reserves the right to tow any and all vehicles and actively tows unauthorized vehicles.

Towing Company: JME Towing, 164 Blossom Street, Lynn, MA 01902 Phone #: 781-595-4343

## **VISITOR PARKING AND TOWING**

Visitor parking is allowed in the Church Street lot. However, vehicles must be removed Monday-Friday by 7:30 a.m. Vehicles are not allowed in the Church Street lot Mon-Wed-Thurs 7:30 a.m. to 4:30 p.m., Tues 7:30 a.m. to 7:30 p.m., and Fri 7:30 a.m. to 1:00 p.m. **Any vehicle parked in the Church Street lot during these times will be subject to towing at the owner's expense.**

Visitor parking will be monitored for violators of Section 6 Part (A) of lease, which states, each guest may reside in the unit for a period not exceeding 14 days each 12 month period without written authorization. Any guest's vehicle parked in the Church Street lot for more than 14 days in a 12 month period will be subject to towing at the owner's expense. In addition, a Private Conference will be issued to the head of household who has allowed the guest to reside in their unit for more than 14 days in a 12 month period.

A head of household must request permission in writing from Management in advance for a guest to stay longer than 14 days in a twelve month period. If the guest owns a car that will be parked on LHAND property, the head of household must make Management aware of the vehicle to avoid the vehicle being towed.

## **INSURANCE**

Residents are responsible for insurance coverage of all personal property, furniture, automobiles, etc. **LHAND is not responsible for theft, loss or damage to such property.**

## **LAUNDRY**

Each building within the development is equipped with coin-operated washers and dryers for tenants use only. We ask that you respect others and not use more than one washer and one dryer at a time. Dryers are not allowed in any unit in Wall Plaza. Drying and/or hanging of clothing on the balconies and hand railings is prohibited. If the equipment breaks, please call the number posted in the laundry room to report the problem. Do not call the Management Office.

## **HEAT AND AIR CONDITIONING**

Your apartment is not equipped with an air conditioner. If you wish to have one installed, you may while ensuring that you pay for any related costs for installation and removal. Our maintenance department does not install or remove air conditioner units. The community rooms are air conditioned, and tenants are encouraged to use this commodity on very hot days. The heat will be turned on September 15<sup>th</sup> each year and shut off June 15<sup>th</sup>. Each apartment has its own thermostat with which you can control the temperature to your convenience.

## **EXTERMINATIONS**

Exterminations for the entire Wall Plaza Development will be done semi-annually. Residents must prepare and allow the LHAND or its agents to enter their units for the purpose of extermination. Residents requiring more frequent treatment should contact the Maintenance Department at 781-598-3434. Tenant requests for extermination are at no charge to the resident.

Any resident who suspects there may be bedbugs in their unit is required to immediately notify the Management Office to report the problem. Early reporting allows the pests to be identified and treated before the infestation spreads. An inspection will be scheduled and treatment will be done if bed bugs are present. Residents are advised to avoid buying or receiving used furniture, mattresses, mattress pads or covers due to possible "hitch hiking" of bed bugs into the unit. Resident owned furniture that is discovered to have bed bugs must be permanently removed or treated and re-inspected. Do not attempt to control a bed bug infestation alone. Never self-treat with pesticides, especially "bug bombs", which drive bed bugs into adjacent rooms or units. Do not remove anything from an infested room until after the room is treated by a pest control professional.

## **INSPECTIONS**

At least once each year, a LHAND Inspector will visit the tenants' home to assess the condition of the apartment. The purpose of an inspection is to identify any maintenance work that should be completed, as well as any serious housekeeping deficiencies, which would affect the health and well being of other residents. These inspections are scheduled with at least 48 hours advance notice to all residents. If the tenant and all adult members of the household are absent from the unit at the time of

entry, LHAND staff will leave a written statement specifying the date, time and purpose of entry. Ideally, inspections provide the Wall Plaza Management staff an opportunity to meet with residents and target preventive maintenance activities for completion so that emergency situations are avoided. The Authority may enter the unit at any time, without advance notification, when there is reasonable cause to believe that an emergency exists.

## **MOVING OUT**

If you are going to move out, we ask for a written notice 30 days in advance when possible. Once the unit is cleared of all your personal possessions, you will need to come into the Management office to return your keys and sign over the apartment to the LHAND.

## **SECURITY**

All of our buildings are equipped with an intercom system and visitors need to be allowed in by buzzer. For your safety, we ask that you do not allow anyone you do not know into the building. All doors are to be kept locked at all times. The security personnel survey all of the developments on a regular basis.

The outer doors at Wall Plaza are locked at 7:00 p.m. in the winter months and 8:00 p.m. in the summer months. Residents can use their key to enter after these hours.

## **ON-SITE SECURITY**

Wall Plaza has security on-site on a rotating schedule with other LHAND developments. To reach security, you may call the security guard's pager at 617-705-2065. In case of all emergencies, call 911.

## **EMERGENCIES**

All of our units have emergency pull cords. In some units, cords are located in the Kitchen and Living Room. While at others, they are located in the Kitchen, Bathroom and Bedroom. We suggest you familiarize yourself with the locations of these cords in your apartment. When you pull this cord, your apartment door will automatically unlock and the alarm will stay on until someone comes to your aid. This will not notify any other emergency personnel. For emergency services, call 911.

## **REPORTING FRAUD**

The LHAND is committed to eliminating fraud and dishonesty from its programs and has an aggressive investigative unit called the Housing Integrity Program. Any incident of tenant fraud will be investigated and could result in termination of housing assistance and the person being accused of a federal crime.

Some examples of fraud include, but are not limited to:

1. Misstatements of facts, omission of facts, making false statements, lying on personal declaration forms.
2. Allowing unauthorized people to live in the assisted unit.
3. Failure to report all income and assets. Many people forget to report income from second jobs, part-time jobs, tips, overtime, babysitting, child support, or social security or disability benefits. Regular contributions or gifts (monetary or not) from organizations or persons not living in your household is income and must be reported.

If you know of any cases of fraud by other program applicants, tenants, property owners, contractors, or employees; or if you have any questions on this subject, please call the Housing Integrity Program unit at (781) 581-8740.



## **ADDITIONAL POLICIES**

1. Only tenants of the development shall receive mail at the development.
2. Each tenant and their visitors and guest shall observe any and all speed limit signs on streets within or adjacent to the development in the interest of safety.
3. No articles of any description shall be hung from the windows, doors, or balconies or placed on the windowsills.
4. All personal property placed in the premises shall be at the risk of the Tenant or owner of such personal property and the Management will not be responsible for any damage to such personal property.
5. Tenants shall notify the Management promptly of any solicitors or salesmen coming to the premises.
6. Tenants will comply with reasonable directions of the Management concerning the appearance of their balcony.
7. Tenants shall not feed the birds.
8. Only electric grills are allowed.
9. Tenants shall not store items in the electrical rooms.
10. No tacks, nails, or other fasteners or cement shall be used in laying carpets, rugs, or linoleum, and no nails, bolts, hooks, or screws shall be placed in the walls, floors, closets, or trim in the premises except in such manner and of such type as shall be approved by the Management.
11. Tenants are responsible for moving and disposal of furniture.

# COMMUNITY SERVICE AND SELF SUFFICIENCY POLICY

## A. Overview of the Community Service & Self-Sufficiency Requirement

The Community Service and Self-Sufficiency Requirement (CSSR) is mandated by Congress as a part of the Public Housing Reform Act of 1998. This law requires that every adult resident (18 or older) in public housing contribute or participate for eight (8) hours each month in a community service or a self-sufficiency activity or combination of both, as a condition of receipt of Federal housing assistance. Under this provision of law, noncompliance with the community service and self-sufficiency requirement is a violation, and is grounds for non-renewal of the lease at the end of a 12-month lease term.

## B. Definitions

**Community Service:** The performance of voluntary work or duties that are a public benefit, and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community. Community service is not employment and may not include political activities. Activities must be performed within the community and not outside the jurisdictional area of the Authority.

Eligible community service activities include, but are not limited to, serving at:

- Local public or nonprofit institutions, such as schools, Head Start Programs, before-or after-school programs, childcare centers, hospitals, clinics, hospices, nursing homes, recreation centers, senior centers, adult daycare programs, homeless shelters, feeding programs, food banks (distributing either donated or commodity foods), or clothes closets (distributing donated clothing);
- Nonprofit organizations serving PHA residents or their children, such as: Boy or Girl Scouts, Boys or Girls Club, 4-H Clubs, Police Activities League (PAL), organized children's recreation, mentoring, or education programs, Big Brothers or Big Sisters, Garden Centers, community clean-up programs, beautification programs;
- Programs funded under the Older Americans Act, such as Green Thumb, Service Corps of Retired Executives, senior meals programs, senior centers, Meals on Wheels;
- Public or nonprofit organizations dedicated to seniors, youth, children, residents, citizens, special-needs populations or with missions to enhance the environment, historic resources, cultural identities, neighborhoods or performing arts;
- PHA housing to improve grounds or provide gardens (so long as such work does not alter the PHA's insurance coverage); or work through resident organizations to help other residents with problems, including serving on the Resident Advisory Board, outreach and assistance with PHA-run self-sufficiency activities including supporting computer learning centers; and,
- Care for the children of other residents so parents may volunteer.

**Self Sufficiency:** A self-sufficiency program includes any program designed to encourage, assist, train, or facilitate the economic independence of the family in public housing. This includes, but is not limited to:

- Job search after graduation (temporary 6 month allowance); a minimum of 8 hours per month (48 hours over the course of 6 months)
- Job training
- Employment counseling
- Work placement
- Basic skills training
- Education
- English proficiency

- Reading or computer literacy classes
- Budgeting or credit counseling
- Apprenticeship
- Substance abuse and mental health treatment programs necessary for an individual to become ready to work

**Service Requirements:** The obligation of each adult resident, other than an exempt individual, to perform community service or participate in an economic self-sufficiency program required in accordance with 24 CFR 960.603.

Except for any family member who is an exempt individual, each adult resident of public housing must:

- Contribute 8 hours per month of community service; or
- Participate in an economic self-sufficiency program for 8 hours per month; or
- Perform a combination of 8 hours per month of community service and participate in an economic self-sufficiency program.

*The required community service or self-sufficiency activity may be completed at 8 hours each month or may be aggregated across a year. Any blocking of hours is acceptable as long as 96 hours is completed by each annual certification.*

### **C. New Residents**

New residents will be provided with a copy of the CSSR Policy. The new resident and all adult household members (18 or older) must sign a certification that they received and read the policy and understand that if they are not exempt, failure to comply with the CSSR will result in nonrenewal of their lease.

At lease execution, new residents and all adult household members (18 or older) will be identified as exempt or non-exempt and must certify to their status. If non-exempt, the CSSR will begin 30 days after the lease is signed.

### **D. Exemptions from Community Service**

At lease execution and/or at least 30 days before the annual reexamination, residents can apply for an exemption by completing the LHAND Exemption Certification and must provide documentation (Third-Party Verification), if applicable, that they qualify for one of the following exemptions:

**FAMILY EXEMPTIONS** (If a member of the household receives one of the following, then the entire family is exempt)

- TAFDC (and is in compliance with the program)
- EAEDC (and is in compliance with the program)
- SNAP (and is in compliance with the program)
- SSI
- State subsidized child care (i.e. by the Office of Child Care Services (“OCCS”) or the Department of Education’s Community Partnerships for Children)
- The state Earned Income Tax Credit
- State Veteran’s Services benefits

**INDIVIDUAL EXEMPTIONS** (If a member of the household qualifies for one of the following, then only that member is exempt)

- Will be 60 years of age or older before lease-up or before the upcoming annual recertification

- Disabled or blind and meets one of the following:
  - receives SSDI disability benefits
  - receive MassHealth due to disability
  - has a disability that meets the TAFDC standard for disability exemption
- The primary caretaker for a disabled or blind family member who lives in the resident's home and the disabled person meets one of the following:
  - the disabled person receives Social Security or MassHealth on the basis of a disability
  - the disabled person's doctor verifies that resident is needed to care for the disabled person
- The parent or legal guardian of a child under the age of 2 who lives in the resident's home (in a two parent family, only one person can be exempt on this basis)
- Within the last 120 days of pregnancy
- A teen parent age 18 or 19 and attending full-time high school or a full-time GED training or work program that totals at least 20 hours per week
- On TAFDC and exempt from its work program
- A foster parent taking care of a foster child with serious care needs as determined by the Department of Social Services
- Engaged in the following types of work activities at least 20 hours per week
  - Paid work including self-employment
  - On the job training
  - Job search and job readiness
  - Vocational and job skills training
  - Job related education (such as GED)
  - Paid or unpaid childcare for someone who is doing public housing community service or TAFDC community service

LHAND will make the final determination as to whether or not a family member is exempt from the Community Service requirement. Residents may use LHAND's Grievance Procedure if they disagree with LHAND's determination.

#### **E. Non-Exempt Residents:**

Residents who are not exempt may fulfill this requirement by performing community service and/or participating in approved self-sufficiency programs.

##### **Community Service**

Residents are required to find their own opportunities to perform community service. LHAND will provide residents with a list of volunteer resources. To verify community service activities, residents must utilize the LHAND Activity Log or similar certification.

##### **Self-Sufficiency**

To verify participation in self-sufficiency programs, residents may utilize the LHAND Activity Log or similar certification or must provide proof of enrollment (Third-Party Verification) describing the type of training/educational program, the number of hours the resident will participate each month, and the date the program will end.

- Activity Logs may be submitted to the Management Office at any time, but must be provided to Management by their next annual review. It is recommended that residents keep a copy of the Activity Logs since the resident is responsible for ensuring that Management receives the logs by their annual review. The Activity Log will include places for supervising official's signature verifying to the number of hours contributed.

**F. Changes in Exempt/Non-Exempt Status:**

- If, during the twelve (12) month period, a non-exempt person becomes exempt, it is his/her responsibility to report this to the LHAND and provide documentation of such.
- If, during the twelve (12) month period, an exempt person becomes non-exempt, it is his/her responsibility to report this to the LHAND.

**G. Noncompliance of family members:**

- At least thirty (30) days prior to annual re-examination and/or lease expiration, the LHAND will begin reviewing the exempt or non-exempt status and compliance of family members;
- If the LHAND finds a family member to be noncompliant, the LHAND will enter into an Agreement with the noncompliant member and the Head of Household to make up the deficient hours over the next twelve (12) month period. If the noncompliant member and the Head of Household fail to enter into an Agreement, the lease will not be renewed and the entire family will have to vacate, unless the noncompliant member agrees to move out of the unit;
- If at the next annual re-examination, the family member still is not compliant, the lease will not be renewed and the entire family will have to vacate, unless the noncompliant member agrees to move out of the unit;
- The family may use the LHAND's Grievance Procedure to protest the lease termination.

**If you have any questions, please contact the Wall Plaza Management Office  
781-581-8606**

## PET POLICY

Per the requirements of the 1998 Quality Housing and Work Responsibility Act, the LHAND has instituted a "Pet Policy," which was submitted and approved by the U.S. Department of Housing & Urban Development (HUD) as written in the agency's Public Housing Agency (PHA) Plan.

The following "Pet Policy" shall be enforced at M. Henry Wall Plaza.

1. Any resident interested in owning and/or maintaining a common household pet in his/her unit will be required to obtain written approval from the Authority prior to housing a pet on the Authority's property. Management reserves the right to check references for previous pet ownership. If management feels a pet is inappropriate, management will inform resident. Permission for a specific pet will not be unreasonably withheld. To obtain approval, a resident must first submit an "Application for Pet Ownership" at the Wall Plaza Management Office, which will include among other things, information concerning the size and type of pet. The resident must return the "Application for Pet Ownership" along with all other required documentation to the Management Office for the Manager's review. Upon reviewing the supplied documentation the Manager will make a decision regarding the resident's request to house a pet at Wall Plaza.
2. A companion animal will be defined as a common household pet such as a dog, cat, bird, guinea pig, gerbil, hamster, rabbit, or fish. Reptiles, iguanas, snakes, ferrets and birds of prey are not household pets. Pets, other than cats and dogs, shall have suitable housing, e.g. cages or aquariums.
3. There will be no more than one cat, dog, caged mammal or bird per apartment. In the case of a fish, no more than one aquarium with a 20-gallon capacity shall be allowed.
4. **The mature size of newly acquired dogs is limited to a weight not to exceed 25 pounds. The size of the dog is not directly related to its desirability as a resident. Each animal shall be taken into consideration for its individual merit, based upon the facilities available.**
5. Dogs of vicious or aggressive disposition will not be permitted. Due to age and behavioral activities of puppies and kittens, applications for ownership of such young animals shall be more closely reviewed prior to approval.
6. **All female dogs over the age of six months and all female cats over the age of five months must be spayed. All male dogs over the age of eight months all male cats over the age of ten months must be neutered. If health problems prevent such spaying or neutering, a veterinarian's certificate will be necessary to allow the pet to become a resident of the development and the exception will be at the Manager's discretion.**
7. Management reserves the right to require dog owners to be relocated to a comparable unit on the ground floor of their building or specific areas of a development based upon written complaints concerning: 1) the behavior of the dog in the elevator or hallways; or 2) the documented medical conditions of residents affected by the presence of the dog.
8. **Residents are expressly prohibited from feeding or harboring stray animals. The feeding or harboring of a stray animal shall constitute having a pet without the approval of the Authority.**

## RESIDENT OBLIGATIONS

1. The pet owner will be responsible for proper pet care; good nutrition, grooming, exercise, flea control, routine veterinary care and yearly inoculations. Dogs and cats must wear identification tags and collars when outside the unit.

2. The pet owner is responsible for cleaning up after the pet inside an apartment and anywhere on development property. Owners should carry a "pooper scooper" and disposable plastic bags. All waste will be bagged and disposed of in a receptacle determined by management. Toilets are not designed to handle pet litter. Under no circumstances should any pet debris be deposited in a toilet, as blockages will occur. Tenants will be responsible for the cost of repairs or replacements of any damaged toilets or pipes.
3. Pet blankets and bedding are not to be cleaned or washed in the laundry room for hygienic reasons.
4. The pet owner will keep the unit and its patio, if any, clean and free of pet odors, insect infestation, waste and litter and maintain the unit in a sanitary condition at all times.
5. The pet owner will restrain and prevent pet from gnawing, chewing, scratching or otherwise defacing doors, walls, windows and floor covering of the unit, other units and common areas, as well as shrubs and landscaping of the facility.
- 6. Pets are not to be tied outside or left unattended on a patio or porch.**
7. Residents will not alter their unit, patio or other outside area to create an enclosure for an animal.
- 8. Pets will be restrained at all times, when outside an apartment on development property. No pet shall be loose in hallways, elevators, community rooms, dining rooms or other common areas. All pet owners must be able to control their pet via leash, pet carrier or cage.**
- 9. No visitors with pets will be allowed, except for disabled visitors requiring Seeing Eye dogs or other needed animals for assistance.**
10. Pets will not be allowed to disturb the health, safety, rights, comfort or quiet enjoyment of other residents. A pet will not create a nuisance to neighbors with excessive barking, whining, chirping, or other unruly behavior.
11. Resident pet owners must provide litter boxes for cat waste, which must be kept in the owner's unit. Litter boxes shall be kept clean and odor free.
12. Pet owners will agree to quarterly apartment inspections to be sure pets and units are being cared for properly. These inspections may be reduced or increased in time periods at the manager's discretion. Pet owners further agree to apartment inspections when, in the opinion of the Authority, there is a reasonable basis to believe that pets and/or units are not being cared for properly or that a pet has done undue damage to the apartment.
- 13. The resident is responsible for providing management with the following information and documents which are to be kept on file in the tenant's folder:**
  - a) A color photo and identifying description of the pet;**
  - b) Attending veterinarian's name, address and telephone number;**
  - c) Veterinary certificates of spaying or neutering, rabies, distemper combination, parvovirus, feline VRC, feline leukemia testing and other inoculations, when applicable;**
  - d) Dog licensing certificates in accordance with local and state law**
  - e) Two (2) alternate caretakers, their names, addresses and telephone numbers, who will assume immediate responsibility for the care of the pet should the owner become incapacitated; these caretakers must be verified in writing by signing the Lease Pet Rider, acknowledge their responsibilities as specified;**

- f) Emergency boarding accommodations;**
- g) Temporary ownership (overnight or short term) shall be registered with management under the pet rules and regulations;**
- h) The resident is responsible for keeping management informed of any changes of information.**

#### **LIABILITY OF PET OWNER FOR DAMAGE OR INJURY**

1. Repairing or replacing damaged areas of the exterior, interior, doors, walls, floor coverings and fixtures in the unit, common areas or other areas damaged by tenant's pet.
2. Cleaning, deodorizing and sanitizing carpeting and other floor coverings in the unit as necessitated by presence of a pet.
3. Charges of damage will include materials and labor. Payment plans will be negotiated between management and the pet owner not to exceed three times. Disputes concerning amount of damages are subject to the grievance procedures provided for in HUD regulations.
4. LHAND requires pet owners to secure renters insurance, which includes personal liability at a minimum of \$300,000.00, and indemnifies the LHAND against pet related litigation or attorney's fees, as a condition of pet ownership.

**Applications are available at the M. HENRY WALL PLAZA Management Office.**



# GRIEVANCE POLICY & PROCEDURE

## PURPOSE

This Grievance Policy and Procedures is intended to assure that LHAND Federal Public Housing Tenants are afforded an opportunity for a fair and open hearing if the Tenant disputes any LHAND action or failure to act involving the Tenant's lease with the LHAND or other LHAND rules or regulations which adversely affect the individual Tenant's rights, duties, welfare, or status.

The Grievance Procedure is not intended as a forum for initiating or negotiating policy changes with the Authority's Management or Board of Commissioners. Issues of a policy nature may be addressed directly to the Management of the Authority whose decisions may be appealed to the LHAND Board of Commissioners. The Board of Commissioners meets monthly and the meeting is open to the public.

The grievance procedure is incorporated by reference in all Tenant dwelling leases and will be furnished to each Tenant and all resident organizations.

Any substantive changes proposed in this grievance procedure must provide for at least 30 days notice to Tenants and Resident Organizations, setting forth the proposed changes and providing an opportunity to present written comments. Comments submitted shall be considered by the LHAND before any revisions are made to the grievance procedure.

## DEFINITIONS

**A. LHAND** – Lynn Housing Authority & Neighborhood Development

**B. Tenant** -- adult person(s) (other than a live-in aide):

1. Who resides in the unit, and who executed the lease with the LHAND as lessee of the dwelling unit, or if no such person now resides in the unit,
2. Who resides in the unit, and who is the remaining head of household of the Tenant family residing in the dwelling unit.

**C. Grievance** -- Except as noted below, any dispute which:

3. A Tenant may have with respect to an LHAND action or failure to act in accordance with the individual Tenant's lease or LHAND regulations which adversely affect the individual Tenant's right, duties, welfare or status, and
4. A Tenant declares in writing to be a grievance.
5. Exclusions:
  - a. Disputes between Tenants.
  - b. Class grievances.
  - c. Any grievance concerning a termination of tenancy or eviction that involved:
    1. Any criminal activity that threatens the health, safety or right to peaceful enjoyment of the LHAND's public housing premises of other Tenants or employees of the LHAND, or
    2. Any violent or drug-related criminal activity on or off such premises, or
    3. Any criminal activity that resulted in felony conviction of a household member.

- D. **Complainant** -- Any Tenant whose grievance is presented in writing to the LHAND office in accordance with this policy and appropriate HUD regulations, and whose dispute is grievable under this procedure.
- E. **Hearing Officer** -- An impartial person appointed by the LHAND, other than a person who made or approved the LHAND action under review or a subordinate of such person, to hear grievances and render a decision with respect thereto.
- F. **Resident Organization** -- An organization of residents, which may also include a resident management corporation.

#### **INFORMAL SETTLEMENT OF GRIEVANCE**

Any grievance shall be personally presented within the time specified by the LHAND's written notice of the adverse action, or, if no such time is specified, within ***thirty (30) days*** of the LHAND action or failure to act giving rise to the dispute. The grievance must be presented in writing and be fully legible. The presentation of the grievance shall be made directly to the LHAND at its management office of the project in which the Complainant resides.

An attempt will be made to settle the grievance informally, by discussion and without a hearing. The LHAND will notify the Tenant of a time and place for this informal review of the basis of the Tenant complaint. The Tenant may bring legal counsel to an informal grievance review.

If the Tenant avails themselves of the informal process, a summary of the discussion shall be prepared ***within five (5) work days***. One copy shall be given to the Complainant and one retained in LHAND's Tenant file. The summary shall specify:

1. The names of the participants;
2. Date(s) of meeting;
3. The nature of the proposed disposition of the grievance and the specific reason therefore; and
4. The procedures by which a hearing may be obtained if the Tenant is not satisfied.

#### **EXPEDITED GRIEVANCE PROCEDURE**

The LHAND may conduct an Expedited Grievance Procedure for any grievance concerning a termination of tenancy or eviction that involves:

1. Any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the LHAND's public housing premises by other Tenants or employees of LHAND, or
2. Any violent or drug related criminal activity on or off such premises, or
3. Any criminal activity that resulted in felony conviction of a household member.

In the case of a grievance under the expedited grievance procedure, the informal settlement of grievances listed in this policy is not applicable.

For each of these situations, the expedited grievance procedure applies to members of the household and their guests. If the LHAND seeks an expedited grievance procedure, it will notify the Tenant of the pending adverse action. This notice of adverse action can serve as a Notice to Quit under federal and state law although an eviction proceeding in court cannot occur until the Tenants right to a grievance hearing has either been exercised in a manner consistent with this policy, or the right to grieve has lapsed.

## **OBTAINING A HEARING**

### **A. Request for Hearing**

The Complainant shall submit a written request for a hearing to the LHAND at its management office of the project in which the Complainant resides **within fifteen (15) calendar days** after receipt of the summary of discussion pursuant to this policy. The written request shall specify:

1. The reason for the grievance, and
2. The action or relief sought.

The grievance must be stated in terms specifying how the LHAND's action or failure to act adversely affects the Tenant's rights, duties, welfare, or status in violation of the Tenant's lease or other LHAND rules or regulations.

### **B. Hearing Officer**

The Complainant will have the option of a hearing before an individual, the Hearing Officer. The Hearing Officer will be selected by the LHAND from a pool of pre-qualified individuals who may be an officer or employee of the LHAND and will in all cases be a neutral individual.

Efforts will be made to assure that the person selected is not a friend, nor enemy; of the Complainant and that they do not have a personal stake in the matter under dispute or will otherwise have an appearance of a lack of impartiality.

### **C. Scheduling of Hearings**

The hearing will be scheduled at a mutually convenient time for the Officer, the Complainant and LHAND staff, but in no event longer than **thirty (30) days** after a request for a Hearing. The Tenant has the option of a public hearing. If a private hearing is sought, the Tenant is limited to bringing no more than two (2) individuals who are not material to the presentation of information to the Hearing Officer.

A written notification specifying time, place and the procedures governing the hearing shall be delivered to the Complainant and appropriate LHAND official.

### **D. Failure to Request a Hearing**

If the Complainant does not request a hearing within the required time frame, then the disposition of the grievance specified in the summary of the informal discussion prepared in accordance with this policy will become final. Not requesting a Hearing will not constitute a waiver by the Complainant of his/her right to contest the LHAND's action in disposing of the grievance in an appropriate judicial proceeding.

### **E. Hearing Prerequisite**

All grievances will be presented in writing pursuant to the informal procedure prescribed in this policy as a condition to a hearing under this section. However, if the Complainant shows good cause to the Hearing Officer why s/he failed to proceed in accordance with the outlined procedures, the provisions of this subsection may be waived by the Hearing Officer.

### **F. Escrow Deposit**

Before a hearing is scheduled involving a dispute in the amount of rent which the LHAND claims is due, the Tenant must establish an escrow account for the amount in dispute and provide proof of the existence of the account. All payments due prior the month in which the alleged act or failure to act took place must be paid in full. The Complainant shall, thereafter, deposit the monthly rent due in the escrow account each month until the grievance is resolved by a decision of the Hearing Officer.

LHAND may require proof that such deposits are being made. Unless this requirement is waived by the LHAND, the failure to make such payments shall result in a termination of the Complainant's right to grieve under this procedure. Failure to make the above-designated payment shall not constitute a waiver of any right the Complainant may have to contest the LHAND's disposition of the grievance in an appropriate judicial proceeding.

## **PROCEDURES GOVERNING THE FORMAL HEARING**

**A. Due Process** -- The Complainant shall be afforded a fair hearing providing the basic safeguards of due process which shall include:

1. The opportunity to examine before the hearing and, at the expense of the Complainant, to copy all documents, records and regulations of the LHAND that are relevant to the adverse action. Any document not so made available after request therefore by the Complainant may not be relied on by the LHAND at the hearing;
2. The right to be represented by counsel or other person chosen as his/her representative; and to have such person make statements on the Tenant's behalf.
3. The right to a private or public hearing according to the Complainant's preference;
4. The right to present evidence and arguments in support of his/her grievance, to controvert evidence relied on by the LHAND, and to confront and cross-examine all witnesses on whose testimony or information the LHAND relies; and
5. A decision based solely and exclusively upon the facts presented at the hearing.

**B. Prior Determination on the same Issue is Binding** -- The Hearing Officer may render a decision without proceeding with a hearing if it is determined that the issue has been previously decided in another proceeding.

**C. Failure to Appear** -- If the Complainant or the LHAND fails to appear at a scheduled hearing, the Hearing Officer may make a determination to postpone the hearing for a period not to exceed five (5) work days or may make a determination that the party has waived his/her right to a hearing. Both the Complainant and the LHAND shall be notified of the determination by the Hearing Officer, provided that a determination that the Complainant has waived his/her right to a hearing shall not constitute a waiver of any right the Complainant may have to contest the LHAND's disposition of the grievance in an appropriate judicial proceeding.

**D. Access to Records** -- The Complainant or the LHAND may arrange, in advance, and at the expense of the party making the arrangement, for a transcript of the hearing. Any interested person not a party to the grievance may purchase a copy of such transcript with all names and identifying references deleted.

**E. Accommodation of persons with disabilities** -- The LHAND must provide reasonable accommodation for persons with disabilities to participate in the hearing. Reasonable Accommodation may include qualified sign language interpreters, readers, accessible locations, or attendants. If the Tenant is visually impaired, any notice to the Tenant which is required under this procedure must be in accessible format.

## **SCOPE OF JURISDICTION OF THE HEARING OFFICER**

**A.** The Complainant must first make a showing of entitlement to the relief sought and thereafter the LHAND must sustain the burden of justifying the LHAND action or failure to act against which the grievance is directed.

**B.** The relief sought by the Complainant must be relevant to the aggrieved act or failure to act and must not be inconsistent with:

1. Local, State, or Federal law;

2. Tenant's lease;
3. LHAND rules or regulations;
4. The LHAND's Annual Contributions Contract with either HUD or DHCD, depending on the program effected; or
5. HUD regulations applicable to LHAND.

**C.** The hearing shall be conducted informally by the Hearing Officer 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. The Complainant, council, and other participants or spectators are required to conduct themselves in an orderly fashion. Private Hearings are limited to three spectators of the Tenants choosing. Only LHAND staff directly involved with the Hearing will attend a private hearing. Failure to comply with the directions to remain orderly may result in exclusion from the proceedings.

**D.** The Hearing Officer will conduct a hearing in order to determine whether the LHAND's action or failure to act is consistent with the Tenant's lease with the LHAND or with other applicable LHAND rules or regulations, and whether the LHAND is justified in proceeding with its action.

#### **DECISION OF THE HEARING OFFICER**

**A.** The Hearing Officer will prepare a written decision together with the reasons therefore, within ***fifteen (15) work days*** after the hearing. A copy of the decision shall be sent to the Complainant and the LHAND. The LHAND shall retain a copy of the decision in the Tenant's file. A copy of such decision, with all names and identifying references deleted, shall also be maintained on file by the LHAND and made available for inspection by a prospective Complainant or his/her representative.

**B.** The decision of the Hearing Officer in favor of the Complainant must specify which provision of the Tenant's lease or other regulation has been violated. The remedy granted by the Hearing Officer may not violate:

1. Local, State or Federal law;
2. Tenant's lease;
3. LHAND rules or regulations;
4. The LHAND's Annual Contributions Contract with either HUD or DHCD, depending on the program effected; or
5. HUD regulations applicable to LHAND.

**C.** The decision of the Hearing Officer will be binding on the LHAND which will take all actions or refrain from any action, necessary to carry out the decision unless the

LHAND Board of Commissioners determines within a reasonable time and promptly notifies the Complainant of its determination that:

1. The grievance does not concern LHAND action or failure to act in accordance with or involving the Complainant's lease or LHAND regulations, which adversely affect the Complainant's rights, duties, welfare or status;
2. The decision of the hearing officer is contrary to applicable Federal, State or local law, HUD regulations, requirements of the annual contributions contract between HUD and the LHAND.

**D.** A decision by the Hearing Officer or Board of Commissioners in favor of the LHAND or which denies the relief requested by the Complainant in whole or in part, shall not constitute a waiver of, nor affect in any manner whatever, any rights the Complainant may have to a trial *de novo* or judicial review in any judicial proceedings, which may thereafter be brought in the matter. (In other words, if the Tenant loses, he or she can still go to court.)

#### **LHAND EVICTION ACTIONS**

If a Tenant has requested a hearing in accordance with this policy and HUD regulations on a complaint involving an LHAND Notice to Quit, and the Hearing Officer upholds the LHAND's action to terminate the tenancy, the LHAND may commence an appropriate eviction action against him/her and s/he may be required to pay court costs and attorney fees if the Tenant fails to vacate the unit immediately.

## CARE OF YOUR APARTMENT

The LHAND Maintenance Staff is responsible for maintaining over 800 housing units. Residents are expected to perform certain routine cleanup tasks in their own units. Please read and follow the information and instructions below, while caring for your unit. Contact the Maintenance Department at 781-598-3434 if you have any questions.

It is the responsibility of the resident to keep the apartment clean, well maintained and free of hazards.

### RANGES

Ranges can be cleaned with mild soap and water. Do Not clean the Bake or Broil unit. The Bake unit is hinged and can be lifted gently to clean the oven floor. Avoid cleaning with powder or harsh abrasives, which may scratch the enamel. Do Not handle the Surface Coils until they are completely cooled. Do Not self-clean plug-in units. Do Not immerse plug-in units in any kind of liquid.

### REFRIGERATORS

Exterior: Keep the finish clean. Wipe the exterior of the refrigerator with a clean cloth lightly dampened with appliance polish wax or mild liquid dishwashing detergent. Dry and polish the exterior with a clean soft cloth or wet towel. Do not use scouring pads, powdered cleaners, bleach or cleaners containing bleach on the exterior surface.

Interior: Clean both fresh food and freezer compartments at least two times a year. It is recommended that the refrigerator be unplugged before cleaning. If this is not practical, wring excess moisture out of the sponge or cloth when cleaning in the vicinity of switches, lights or controls.

Condenser: The Condenser is the fan and grate located in the back bottom section of the refrigerator where the motor is located. For the most effective results and operation, first remove the defrost water pan. Then sweep away or vacuum up the dust that is readily accessible. This easy cleaning operation should be done at least twice a year.

Defrost Water Pan: The pan located behind the base grill should be cleaned at least once a year. When reinstalling the pan, firmly place the pan all the way in until it stops.

### CABINETS

Both the exterior and interior can be polished with a mild furniture polish. A damp cloth will clean all interior drawers, shelves, and trays.

### TILE FLOORS

When washing floors, warm water should be used with mild, clear soap or detergent. Any Acrylic Wax may be used on the surface as well. It is suggested that tenants use coasters under the legs of furniture to prevent dents.

### KITCHEN SINKS

Any Windex type cleaner can be used to clean the sink. Do not use abrasives. Please be familiar with the water shut off for the kitchen sink, which is located in the cabinet below the sink. If there is a blockage in your sink, please make an attempt to plunge the sink. **It is recommended that you own a plunger.** If there is a blockage that cannot be plunged, overflow or a leaking problem in the kitchen, please shut off the water then contact the Maintenance Department during work hours.

## **BATHROOM SINK, TUB, TOILET AND CERAMIC TILE**

Avoid mildew by venting rooms and bathrooms properly, particularly during and after baths and showers. Keep the bathroom exhaust fan free of dust and particles.

Clean bathroom tile and other surfaces regularly to prevent the build-up of grime. The bathroom fixtures and ceramic tile may be cleaned with a Windex type cleaning product. Again Do Not use any abrasives. Please be familiar with the bathroom water shut off for the sink which is located directly under the sink, and the shut off for the toilet which is located to the lower left or right of the toilet. If there is a blockage in your sink, tub, or toilet, please make an attempt to plunge the sink, tub, or toilet. **It is recommended that you own a plunger.** If there is a blockage that cannot be plunged or an over flow or leaking problem in the bathroom, please shut off the water then contact the Maintenance Department during work hours.

## **SMOKE DETECTORS**

All smoke detectors are electrically hardwired in each apartment at Wall Plaza. They must not be tampered with. Disconnecting or covering a smoke detector is a serious safety hazard and could result in legal action. Contact the Maintenance Department **immediately** if there is a problem with your smoke detector.

## **OUTLET PLATES**

If an outlet cover plate is missing, broken, or cracked please call the Maintenance Department for replacement.



# **BENEFITS OF LIVING IN WALL PLAZA**

## **WALL PLAZA RESIDENT COUNCIL, INC.**

The Wall Plaza Resident Council, Inc. is an organization that represents the interests of all residents of Wall Plaza. Each resident of Wall Plaza is a member of the Council and is invited to attend the Council's monthly meetings, which are held the second Thursday of each month at 10 Church Street Community Room. The Council provides a forum for resident concerns and works with LHAND to help resolve any issues that residents may have. Please come to a meeting to learn more about the council or express your concerns. You can also call the council at 781-599-8880.

## **ACTIVITIES**

The following is a list of ongoing activities for residents of Wall Plaza:

- Monthly van trips to Market Basket
- Free movies for seniors once a month to the Revere Cinema
- Free Reiki treatments once a month
- Visits with Wellness Clinic nurse twice a month at Wall Plaza
- Arrangements for monthly entertainment/lunch at the Amesbury Playhouse
- Free monthly grocery delivery for eligible seniors
- Weekly bingo/movies sponsored by the Wall Plaza Tenant Association
- Many activities and dinners

## **SHOPPING**

The downtown Lynn business district offers you a variety of shopping facilities with sufficient parking and is easily accessible by bus. Wall Plaza is also a short distance from the Boston Street Business Corridor, and Route 1, which is the home of the Square One Mall and many other retail establishments. For more information, consult your local yellow pages, or the internet.

## **TRANSPORTATION**

- GLSS (Greater Lynn Senior Services) operates an extensive Transportation Department that provides assisted, handicap accessible rides for seniors within the GLSS service area. Reservations are required and each ride bears a fee. For more information call 781-477-4237.
- "THE RIDE", offered by the MBTA, provides door-to-door transportation to persons of any age who have a doctor-certified disability prohibiting them from using public transportation. The local one-way fare is \$2.00. In order to use THE RIDE you must complete and submit an application. For more information and an application call 1-800-533-6282. Applications are also available at the Wall Plaza Management Office.
- The MBTA also offers Senior and Disabled discounts on their Public Transit Buses and Trains. You will need a pass for this purpose. Call 617-222-5854 for an application.
- There are several TAXI companies in Lynn, the following are three of them:

Tom's Taxi	781-598-6100
Garcia's Taxi	781-592-6784
Lynn Taxi	781-598-6100
- Stop & Shop offers a free shopping bus picking up at Wall Plaza on Thursdays at 9:00 a.m., allowing about one hour for shopping before returning home.

**WORSHIP**

There are several places of worship of different denomination within walking distance of Wall Plaza. For more information, consult your local phone directory, or the internet.

**FINANCIAL PLANNING**

Attend credit planning and repair and protection seminars given by Credit Bureau representatives and LHAND staff. If you are having any problems with your credit or need help with planning your family budget, these services will be beneficial to you.

## **SUSPICIOUS ACTIVITY**

### **WHEN TO CALL THE POLICE**

A message from the Lynn Police Department

#### **The Lynn Police Need Your Help**

We cannot function effectively without the concerned assistance of responsible citizens. We are depending on you to call us and tell us when you observe suspicious activity.

Some people fail to call the police simply because they assume someone else already has. Or, they may be hesitant to call for fear of being labeled a “nosey neighbor”.

Call the police immediately about all suspicious activity. You may do so anonymously if you wish. However, many court cases will require a named caller if the police are to meet the reasonable suspicion requirement. But... think what might happen if you don't call.

#### **What is Suspicious?**

**“People aren't suspicious, behavior is”.**

Anything that seems out of place for the area and time of day that it is occurring.

Things to watch out for:

- A stranger at your neighbor's door or entering their yard.
- The sound of breaking glass or loud bangs.
- A stranger looking into parked cars.
- Persons entering or leaving businesses after hours.
- Parked motor vehicles containing one or more persons that remain in the same place for an extended period of time.

#### **Be Aware!**

If you are familiar with your neighborhood then you know what is out of place. Call us immediately if something suspicious occurs

LYNN POLICE DEPARTMENT 781-595-2000  
EMERGENCY 911

## IMPORTANT TELEPHONE NUMBERS

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### WALL PLAZA

MANAGEMENT OFFICE/ PHONE: (781) 581-8606 FAX: (781) 477-2848

Resident Service Coordinator: (781) 581-8630

Office Hours: Monday, Wednesday, Thursday 8:00 A.M. - 4:00 P.M.  
Tuesday 8:00 A.M. - 7:00 P.M.  
Friday 8:00 A.M. - 12:30 P.M.

MAINTENANCE DEPARTMENT 24 Hour Answering Service for Emergencies: (781) 598-3434

Office Hours: Monday – Friday 7:00 A.M. - 4:00 P.M.

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LYNN POLICE	(781) 595-2000 BUSINESS
	9-1-1 EMERGENCY

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LYNN FIRE DEPARTMENT	(781) 593-1234 BUSINESS
	9-1-1 EMERGENCY

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NEIGHBORHOOD LEGAL SERVICES	(781) 599-7730
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ATTORNEYS FOR THE WALL PLAZA	(617) 526-6669	CAROLINE KANE
RESIDENT COUNCIL, INC.	(617) 526-6785	CHRISTOPHER MORGAN
	(978) 599-7730	MARC POTVIN

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WALL PLAZA RESIDENT COUNCIL, INC.	(781) 599-8880
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LYNN CITY HALL	(781) 598 - 4000
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UNION HOSPITAL	(781) 477-3033
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LYNN COMMUNITY HEALTH CENTER	(781) 581-3900
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MASSACHUSETTS POISON CONTROL	1-800-682-9211
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LYNN DOG OFFICER	(781) 477-7080
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GREATER LYNN SENIOR SERVICES	(781) 599-0110
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VERIZON (RESIDENTIAL SERVICES)	1-800-870-9999
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AT&T CONSUMER SERVICES	1-800-222-0300
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MBTA INFORMATION	(617) 222-3200
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COMCAST CABLE	1-888-633-4266
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**LYNN PUBLIC SCHOOLS**

PARENT INFORMATION CENTER  
90 COMMERCIAL STREET  
LYNN, MA 01901  
781-592-8796

JULIA F. CALLAHAN ELEMENTARY  
200 O'CALLAGHAN WAY  
LYNN, MA 01905  
781-477-7336

LINCOLN – THOMPSON ELEMENTARY  
115 GARDINER STREET  
LYNN, MA 01905  
781-477-7460

BREED JR. HIGH SCHOOL  
90 O'CALLAGHAN WAY  
LYNN, MA 01905  
781-477-0908

CLASSICAL HIGH SCHOOL  
235 O'CALLAGHAN WAY  
LYNN, MA 01905  
781-477-7409

LYNN VOCATIONAL TECHNICAL  
INSTITUTE  
80 NEPTUNE BLVD.  
LYNN, MA 01905  
781-477-7420

**OTHER EDUCATIONAL FACILITIES**

NORTH SHORE COMMUNITY COLLEGE  
300 BROAD ST.  
LYNN, MA 01901  
781-477-2114

OPERATION BOOTSTRAP  
156 BROAD STREET  
LYNN, MA 01901  
781-599-8543

**PRIVATE SCHOOLS**

NORTH SHORE CHRISTIAN  
26 URBAN STREET  
LYNN, MA 01904  
781-599-2040

ST. MARYS JR. & SR HIGH SCHOOL  
35 TREMONT STREET  
LYNN, MA 01902  
781-595-7885

SACRED HEART ELEMENTARY  
571R BOSTON STREET  
LYNN, MA 01905  
781-592-7581

ST. PIUS ELEMENTARY  
28 BOWLER STREET  
LYNN, MA 01904  
781-593-8292

THE HATHAWAY SCHOOL  
374 BROADWAY  
LYNN, MA 01904  
781-595-5859

KIPP ACADEMY CHARTER SCHOOL  
25 BESSOM STREET  
LYNN, MA 01902  
781-598-1609

**COMMUNITY / EMERGENCY PHONE NUMBERS**

ALCOHOLICS ANONYMOUS  
617-426-9444

BOSTON ALLIANCE OF GAY AND  
LESBIAN YOUTH (BAGLY)  
617-227-4313

CHILD AT RISK HOTLINE  
(800) 792-5200

CHILDREN'S LAW CENTER  
1-888-KIDS LAW

CITY OF LYNN (MAYOR'S OFFICE)  
781-598-4000

LYNN JUVENILE COURT  
781-586-0695

SOCIAL SECURITY INFO LINE  
(800) 772-1213

MISSING PERSONS  
(617) 742-5533

COMMITTEE FOR PUBLIC COUNSEL  
(978) 744-9113

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DEPT. OF TRANSITIONAL ASSISTANCE  
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GAY & LESBIAN HOTLINE  
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AND CHILDREN (HAWC)  
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(LEO) FUEL ASSISTANCE  
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COMPULSIVE GAMBLING  
(800) 426-1234

MOTHERS AGAINST DRUNK  
DRIVING (MADD)  
(800) 633-6233

NORTH SHORE RAPE CRISIS  
CENTER  
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NORTH SHORE EMERGENCY  
SERVICES  
(978) 741-4433

PARENT STRESS LINE  
(800) 632-8188

SAMARITANS  
(617) 247-8050

PLANNED PARENTHOOD  
(800) 682-9218

### **DISABILITIES**

INDEPENDENT LIVING CENTER OF THE  
NORTH SHORE AND CAPE ANN, INC.  
27 CONGRESS STREET SUITE 107  
SALEM, MA 01970  
(978) 741-0077

LYNN SPECIAL NEEDS CAMP  
106R PENNY BROOK ROAD  
LYNN, MA 01905  
781- 477-7096

NORTH SHORE ASSOCIATION FOR  
RETARDED CITIZEN  
64 HOLTEN STREET  
DANVERS, MA 01923  
(978) 762-4878

PARENT ADVISORY COUNCIL  
LYNN CHAPTER 766  
113 BROAD STREET  
LYNN, MA 01901  
781- 268-3000

### **FOOD PANTRYS**

SALVATION ARMY  
1 FRANKLIN STREET  
LYNN, MA 01902  
781- 595-3224

MY BROTHER'S TABLE  
98 WILLOW STREET  
LYNN, MA 01901  
781- 595- 3224

ST. MARY'S CHURCH  
8 S. COMMON STREET  
LYNN, MA 01902  
781- 598 - 4907

CATHOLIC CHARITIES NORTH  
55 LYNN SHORE DRIVE  
781- 593-2312

SERVING PEOPLE IN NEED  
248 SOUTH COMMON STREET  
LYNN, MA 01901  
781- 595-7037

## **MISCELLANEOUS CHARGES**

### **A. MATERIAL ITEMS**

TENANTS WILL BE CHARGED FOR LABOR AND MATERIAL COSTS ASSOCIATED WITH THE REPAIRS OR REPLACEMENT OF LYNN HOUSING AUTHORITY PROPERTY DAMAGED OR DESTROYED DUE TO TENANT NEGLIGENCE.

TENANT WILL BE CHARGED THE COST OF THE ITEM OR ITEMS NEEDED TO MAKE REPAIRS. ITEMS WILL BE USED FROM THE LHA INVENTORY STOCK AND TENANT WILL BE CHARGED THE INVENTORY COST. IF ITEM OR ITEMS ARE NOT IN STOCK, ITEMS WILL BE PURCHASED IN ORDER TO MAKE REPAIRS. IF ITEMS NEED TO BE PURCHASED, AS A VERIFICATION OF COST, THE LYNN HOUSING AUTHORITY WILL PROVIDE TENANT, UPON WRITTEN REQUEST, WITH A COPY OF THE INVOICE FOR ALL ITEMS PURCHASED.

### **B. LABOR COST**

LABOR COST WILL BE CHARGED AT AN HOURLY RATE. LABOR COST IS IN ADDITION TO MATERIAL COST.

PLUMBER	\$85.00
ELECTRICIAN	\$75.00
CARPENTER	\$65.00
PAINTER	\$65.00
MECHANIC/GROUNDSKEEPER/LABORER	\$40.00
WORKING FOREMAN	\$58.00

### **C. OTHER CHARGES**

DAMAGE TO WALLS, FLOORS, DOORS, WINDOWS, SINKS AND TOILETS AND TO OTHER LHA PROPERTY WILL BE REPAIRED AND CHARGED AT ACTUAL COST OF LABOR AND MATERIAL. IF WORK IS PERFORMED BY A CONTRACTOR, TENANT WILL BE CHARGED ACTUAL INVOICE COST. COPY OF INVOICE WILL BE PROVIDED UPON WRITTEN REQUEST.

### **D. FIXED COST CHARGES**

APARTMENT LOCK CHANGE (During business hours 7:30-4:00 M-F)	\$125.00
APARTMENT LOCK CHANGE (After business hours)	\$175.00
LOST MAILBOX KEY	\$35.00
LOCKOUT (After business hours)	\$100.00

### **E. EXTERIOR CLEANING/TRASH**

CHARGES FOR NOT DISPOSING OF TRASH PROPERLY

FIRST OFFENSE:	WARNING
SECOND OFFENSE:	\$10.00
THIRD OFFENSE:	\$20.00

LEGAL LETTER OF VIOLATION OF LEASE WILL FOLLOW THIRD OFFENSE

**ALL PAYMENTS MUST BE MADE AT THE LHAND, MANAGEMENT OFFICE AT  
WALL PLAZA, 95 TREMONT STREET, LYNN, MA 01902**

**PLEASE MAKE CHECKS PAYABLE TO THE LHAND**

