Resident Handbook

"Providing safe, affordable housing while assisting in building strong and healthier neighborhoods in the City of Lynn"

Curwin Circle Family Housing Development

LYNN HOUSING AUTHORITY & NEIGHBORHOOD DEVELOPMENT

Charles Gaeta
Executive Director

Applicants :

Admissions Office
174 S. Common Street
Lynn, MA 01905
(781)581-8760
FAX (781) 581-8771

Current Residents:

Curwin Circle Management Office
164 Curwin Circle
Lynn, MA 01905
(781)598-3434
FAX (339) 883-2606

TTY (781) 477-2837

www.lhand.org

M-W-Th 8:00 a.m. – 4:00 p.m.
Tu 8:00 a.m. – 7:00 p.m.
Fr 8:00 a.m. – 1230 p.m.

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INTRODUCTION

Welcome Resident! This handbook provides information on rules, policies, and procedures that govern your tenancy with the Lynn Housing Authority & Neighborhood Development (LHAND). This handbook also includes helpful resources in and around the City of Lynn.

This handbook, your lease, and LHAND's Federal Public Housing Admissions & Continued Occupancy Policy (ACOP) are strictly enforced. Strict enforcement ensures your home environment remains safe and enjoyable for everyone. LHAND reserves the right to change our policies, this handbook, the lease, the ACOP, and other governing documents according to HUD requirements. Please take the time to read the information provided.

The ACOP can be found on LHAND's website at www.lhand.org.

IMPLEMENTATION

The Curwin Circle Federal Public Housing Development is funded by the U.S. Department of Housing & Urban Development (HUD) and Managed by the Lynn Housing Authority & Neighborhood Development (LHAND).

The policies are established by HUD and 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.

To help us meet these goals, please:

- **Pay your full rent on time**
- **Call us when repairs are needed**
- **Keep the areas in front and back of your unit clean**
- **Keep your home clean and in good condition**
- **Respect your neighbors right to peace and quiet**

Due to federal regulations, we also need to know when your income or family size changes. When income changes or family size is expected to change, contact the Management Office immediately. Please get to know the manager and the rest of our staff. They are here to help you. The Management staff can answer your questions about your lease, your home and the community.

MANAGEMENT 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) 598-3663.

The LHAND has an aggressive Rent Collection Policy, which is strictly enforced (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 two 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. Additional 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 17.

If a tenant is locked out, the Management Office is available to give access during business hours. After hours, if you call the Maintenance Department, you will be charged a fee for this service in accordance with the list of charges on page 17.

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 17).

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 the above number. 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)

HEAT & AIR CONDITIONING

Your unit 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 heat will be turned on September 15th each year and shut off June 15th.

TRASH REMOVAL

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

Trash is each resident's responsibility and should be regularly discarded to dumpsters located within Curwin Circle. All trash must be secured in bags and properly placed in dumpsters. If a dumpster is full, find one that is not to place your trash in. Do not leave trash next to a dumpster.

Dumpsters are emptied on Tuesday of each week, unless there is a holiday. When a holiday occurs on a weekday before trash collection day, dumpsters will be emptied Wednesday that week.

Bulky household 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). The LHAND Maintenance workers will pick up and discard items of this nature.

Residents are responsible for loose trash and debris in front and back of their unit including the window wells. No rubbish, refuse, or waste or other material shall be thrown from the windows or doors of any dwelling.

If trash is found in the front or back of a resident's apartment or not disposed of properly, resident will be held accountable for its appropriate disposal and charged. (Please refer to the list of charges on page 17).

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

Please see Disposal of Appliances and Other Items Not Acceptable for Trash Pickup below for information on how to dispose of those items.

DISPOSAL OF APPLIANCES AND OTHER ITEMS NOT ACCEPTABLE FOR TRASH PICKUP

If you need to dispose of household items (e.g. mattress, couch, fluorescent light bulbs, tenant owned appliances, metal items, plastic rigid items), the City of Lynn holds Covanta Days (formerly Dumpster Days) throughout the year. Computer Monitors, TVs and propane tanks will be accepted for a fee. On these days, you can dispose of material at Covanta, 247 Commercial Street. For up to date information, visit the City of Lynn's Trash and Recycling Webpage at www.lynnma.gov or call (781) 477-7099 or (781) 268-8000.

If appliances or 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 17).

The City of Lynn also holds Household Hazardous Waste Collection Days throughout the year at the Lynn DPW, 250 Commercial Street. For a list of acceptable items and up to date information, visit the City of Lynn's Trash and Recycling Webpage at www.lynnma.gov or call (781) 268-8000.

To dispose of hazardous items not acceptable for trash pickup or on Household Hazardous Waste Collection Days, you may need to contact a local company that will accept these items, possibly for a fee. Please visit the City of Lynn's Trash and Recycling Webpage at www.lynnma.gov or consult the Yellow Pages. The LHAND does not have the ability to dispose of these items. Do not place any items of this nature next to a dumpster or at the curb.

If hazardous items are found in the front or back of a resident's apartment or not disposed of properly, resident will be held accountable for its appropriate disposal and charged. (Please refer to the list of charges on page 17).

RESIDENT PARKING AND TOWING

Parking stickers are given only to Curwin Circle 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 off the street and 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 parking area will be towed 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.

Parking is restricted for Street sweeping every Friday (seasonal) from 7:30a.m. until 10:00a.m. During this time all vehicles must be moved from resident parking spots. If cars are not moved by 7:30a.m. they will be towed at the owner's expense.

Working on vehicles in Curwin Circle 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 <u>the owner's expense</u>.** The LHAND reserves the right to tow any and all vehicles and actively tows unauthorized vehicles.

Towing Company:

ACTION EMERGENCY MANAGEMENT
TEL# (781) 286-3900

VISITOR PARKING AND TOWING

There is one guest parking lot in Curwin Circle. It is located in the back of the development in Curwin Terrace by the basketball court. Visitors parked in Curwin Circle must obey all parking signs. Residents must advise family members, guests, and visitors of all parking rules. Vehicles without resident stickers that are parked in any area which is not an authorized visitor parking area will be towed at the owner's expense.

Visitor parking lots 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 vehicle seen in the visitors parking lot for more than 14 days within a 12 month period will be towed at the owner's expense, as well as a Private Conference will be issued to the head of household who has allowed the guest to reside more than 14 days in the unit.

All visitors who have been granted permission by the Management Office to stay for more than fourteen (14) days in a twelve month period must register their vehicle with the Management Office in order to avoid being towed.

LAUNDRY

Dryers are not allowed in any unit in Curwin Circle. As of October, 2009, washing machines are not allowed in any new rental units. Clothes may be dried in the designated drying areas located in the rear of the unit. Drying and/or hanging of clothing on front or rear hand railings and from windows are prohibited.

GARDENS

Flower gardens will only be allowed to be planted in front of your unit (small gardens only). If you want to plant any vegetable gardens, tenants have a garden area down back. Please contact your resident council to request a spot.

EXTERMINATIONS

Extermination for the entire Curwin Circle 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 Curwin Circle 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.

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.**

MOVING OUT

If a family desires to move and terminate their tenancy with the LHAND, they must give at least 30 calendar days advance written notice to the LHAND of their intent to vacate. When a family must give less than 30 days notice due to circumstances beyond their control the LHAND, at its discretion, may waive the 30-day requirement.

The written notice of lease termination must be signed by the head of household and the spouse or cohead and mailed or hand delivered to the Management Office or the LHAND central office.

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.

HOUSING INTERGRITY PROGRAM (HIP)

LHAND understands the importance of providing integrity in their Federal and State housing, and as a result has instituted an aggressive program called the Housing Integrity Program (HIP), to ensure tenant and landlord compliance with program regulations as well as to offer assistance to tenants who are in need of personal or social services. To contact this office please contact the HIP Hotline at (781) 581-8650 or E-Mail: HIP@lhand.org

ADDITIONAL POLICIES

1. Only tenants of the development shall receive mail at the development.
2. No nails, tacks, etc. will be placed in walls.
3. Swimming pools, hoses, swing sets, trampolines, and portable basketball sets are not allowed. If these items are found, residents will be given an opportunity to remove them. If not removed immediately, it will be removed and disposed of by LHAND Maintenance. Any large exercise or play equipment must have prior written approval from management.
4. Each tenant and their visitors and guest shall observe all speed limits and parking signs within the development in the interest of safety.
5. Tenants will comply with reasonable directions of the Management concerning the maintenance in a clean and orderly manner of areas in the front and rear of the grass areas.
6. No articles of any description shall be hung from the windows or doors or placed on the windowsills.
7. Storm doors may not be kept in the open position (i.e. tied to railings). Use screens for doors.
8. 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.
9. The Tenant shall be responsible for all items of personal property, equipment, and fixtures listed in a separate sheet signed by the Tenant and placed in his custody.
10. The Management shall in accordance with rules and regulations presently or hereafter prescribe use of all recreational areas designated from time to time.
11. The Tenant shall notify the Management promptly of any solicitors or salespersons coming to the premises.

ANNUAL REEXAMINATIONS

The LHAND is required to conduct a reexamination of income and family composition at least annually, and to adjust the family's rent accordingly. Families are required to provide current and accurate information on income, assets, allowances and deductions, family composition and community service compliance as part of the reexamination process. Generally, the LHAND will schedule annual reexaminations to coincide with the family's anniversary date. The LHAND will begin the annual reexamination process approximately 120 days in advance of the scheduled effective date. Notification of annual reexamination interviews will be sent by first-class mail and will contain the date, time, and location of the interview. In addition, it will inform the family of the information and documentation that must be brought to the interview.

CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION

All families must report all changes in family and household composition that occur between annual reexaminations. The LHAND will conduct interim reexaminations to account for any changes in household composition that occur between annual reexaminations.

New Family Members Not Requiring Approval

The family must inform the LHAND of the birth, adoption, or court-awarded custody of a child within 10 business days.

New Family and Household Members Requiring Approval

With the exception of children who join the family as a result of birth, adoption, or court-awarded custody, a family must request LHAND approval to add a new family member or other household member (live-in aide, foster child, or foster adult). This includes any person not on the lease who is expected to stay in the unit for more than 14 cumulative calendar days during any 12-month period and therefore no longer qualifies as a "guest." Requests must be made in writing and approved by the LHAND prior to the individual moving into the unit. The LHAND will not approve the addition of a new family or household member unless the individual meets the LHAND's eligibility criteria and documentation requirements.

Departure of a Family or Household Member

If a family member ceases to reside in the unit, the family must inform the LHAND within 10 business days. This requirement also applies to family members who had been considered temporarily absent, who are now permanently absent.

If a live-in aide, foster child, or foster adult ceases to reside in the unit, the family must inform the LHAND within 10 business days.

CHANGES AFFECTING INCOME OR EXPENSES

Interim reexaminations can be scheduled either because the LHAND has reason to believe that changes in income or expenses may have occurred, or because the family reports a change. When a family reports a change, the LHAND may take different actions depending on whether the family reported the change voluntarily, or because it was required to do so. Based on the type of change reported, the LHAND will determine the documentation the family will be required to submit.

Required Reporting

Families are required to report all increases in income, including new employment, within 10 business days of the date the change takes effect. The LHAND will conduct interim reexaminations when the family, or individual family member, has an increase in income that increases by 10% or more (including increases in income resulting from changes in employers or other sources of income or, income after having reporting zero income).

Optional Reporting

Families may report changes in income or expenses any time the family has experienced a change in circumstances since the last determination. The LHAND will process the request if the family reports a change that will result in a reduced family income.

Effective Dates

If the tenant rent is to *increase*:

The increase generally will be effective on the first of the month following 30 days' notice to the family.

If a family fails to report a change within the required time frames or fails to provide all required information within the required time frames, the increase will be applied retroactively, to the date it would have been effective had the information been provided on a timely basis. The family will be responsible for any underpaid rent and may be offered a repayment agreement in accordance with LHAND policies.

If the tenants rent is to *decrease*:

The decrease will be effective on the first day of the month following the month in which the change was reported and verified.

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.

RANGE HOODS

Range Hoods can be cleaned with mild soap and water. Avoid cleaning Range Hoods with harsh abrasives, which may scratch the enamel.

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

Cabinets are made of solid wood. 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, an overflow or a leaking problem in the kitchen, please shut off the water then contact the Maintenance Department.

BATHROOM SINK, TUB, TOILET AND CERAMIC TILE

Avoid mildew by venting rooms and bathrooms properly, particularly during and after baths and showers. Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has been vented from the bathroom. This will minimize the amount of moisture remaining in the room. If the fan is not working please contact the Maintenance Department.

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.

SMOKE DETECTORS

All smoke detectors are electrically hardwired in each apartment at Curwin Circle. They must not be tampered with and should be tested monthly. 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 CURWIN CIRCLE

CURWIN RESIDENT COUNCIL, INC.

The Curwin Resident Council, Inc. is an organization that represents the interests of all residents of Curwin Circle. Each resident of Curwin Circle is a member of the Council and is invited to attend the Council's monthly meetings, which are held the first Wednesday of each month at 162 Curwin Circle. 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 (339) 883-2624.

CURWIN RECREATIONAL OPPORTUNITIES

Outdoor basketball courts, as well as a tot lot are available to all tenants for use and enjoyment. Please note the curfew for the basketball court is 10:00 P.M.

There is a baseball field located adjacent to Curwin Circle, behind the Callahan School, which was constructed with LHAND funds and is available to all LHAND residents.

There are numerous parks and playgrounds in the surrounding area.

RECREATION

The beautiful Lynn Woods Reservation is just a short distance away. This 2200- acre wooded recreation area is ideal for summer activities. There are picnic tables, a playground, and hiking trails. More information and a map of Lynn Woods can be obtained at www.ci.lynn.ma.us

Located on the outskirts of the Lynn Woods Reservation, Gannon Municipal Golf Course is an 18-hole championship course. Gannon offers opportunities for every golf need including free summer Junior Golf Clinics. For more information, contact the Golf Shop at (781) 592-8238.

The Lynn Veteran's Memorial Auditorium at Lynn City Hall is one of the premier entertainment venues in the state. Check out *www.lynnauditorium.com* for events listings.

SWIMMING

Lynn Beach, Nahant Beach and King's Beach in Swampscott are only minutes from Curwin Circle by car or Mass. Transportation.

Curwin Circle is also only 10 minutes from the Breakheart Reservation which has a picnic area, fresh water swimming etc. It is located off of Route 1, by taking Lynn Fells Parkway.

SHOPPING

The downtown Lynn business district offers you a variety of shopping facilities with sufficient parking and is easily accessible by bus. Curwin Circle 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

The MBTA bus stops in front of Curwin Circle on Holyoke Street. Tenant's may take a 15 minute ride to Lynn's Central Square and connect with a train or another bus to numerous locations.

EDUCATION

The Callahan and Thompson Elementary Schools, Breed Junior High School, and Lynn Classical High School are all located within walking distance from Curwin Circle. The Lynn Public Schools Administrative Office is located at 100 Bennett Street, Lynn. Phone: (781) 593-1680

WORSHIP

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

FAMILY SUCCESS CENTER AT 117 FRANKLIN STREET

The Family Success Center (FSC) at Franklin Street assists families in attaining housing and financial stability by offering multiple key services available at one central location.

SERVICES AND PROGRAMS OFFERED AT THIS LOCATION

Siemer/ Project RISE

Provides ongoing supports and coaching to families experiencing housing instability. To be eligible, the family must have at least one child in the Lynn Public Schools system. Program is supported by United Way.

Family Self-Sufficiency Program (FSS)

Offers eligible individuals a way to save money in an escrow account as their income increases. Participants have been able to accomplish some of their biggest financial goals via the FSS program!

Financial Coaching

One-on-one coaching aimed at empowering and leading participants towards financial stability. Topics include budgeting, credit building + repair, and saving! Program is supported by United Way.

For more information on any of these programs, please contact:

JARY BARRIOS
Siemer/Project RISE Case Manager
barriosj@lynnschools.org
781-581-8609

YAILIN VICTORIA
Siemer/Project RISE Case Manager
yvictoria@lhand.org
781-581-8620

CRISMELY BERNABEL
FSS Coordinator
cbernabel@lhand.org
781-581-8634

MIRIAM MARTINEZ
Financial Coach
mmartinez@lhand.org
781-581-8644

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

CURWIN RESIDENT ASSISTANCE PROGRAM

The Resident Assistance Program (RAP) is a series of programs and events developed and implemented by the LHAND staff at the Curwin Circle Federal Public Housing Development.

RAP is funded by Resident Opportunity & Self-Sufficiency (ROSS) grants, Community Development Block Grant (CDBG) funds, other funds made available by the City of Lynn and various public and private funding sources, as they become available. This funding allows the LHAND to contract with outside agencies to supplement the programs run by various staff members. Agencies that have provided services at Curwin Circle include Raw Arts, HAWC, Girls, Inc., Children's Friend and Family Services, Girl Scouts of Eastern Massachusetts, Lynn Public Schools, Project Cope, Cyberspace, Gordon College Lynn Initiative, North Shore Career Center and the Lynn Police Department.

YOUTH ACTIVITIES PROGRAM

These programs are designed to educate participants on the dangers of substance abuse and provide positive alternatives. The main components are as follows:

A. Prevention Activities
B. Personal Development Activities
C. Life Skills Training
D. Educational Activities
E. Recreational Activities

HOME WORK CENTER

This is available to all residents. It is a study hall supervised by adult mentors/tutors who assist the youth with their homework. There is a growing reference library of encyclopedias, school texts, dictionaries, etc. The Recreation Hall contains a state of the art computer lab with internet access and Microsoft Programs. Access to the lab is available to all residents. Quarterly computer classes designed to promote general computer skills, internet safety and tutorials of programs such as Excel and Microsoft are open to all residents. The main components are:

A. Supervised Study Hall
B. Mentoring
C. Tutoring
D. Internet Access
E. Computer Classes

COLLEGE BOUND PROGRAM

This is a partnership between the LHAND and Gordon College. This program assists Curwin Circle children in grades K-8 with the homework help they need and introduces them to the college experience. Learning and physical activities are implemented with focus on teamwork, building social skills, consistent interaction with positive role models and an expansive focus on learning. The program takes place both at Curwin Circle and on the campus of Gordon College. Children in grades K-2 receive homework help on-site; children in grades 3-5 travel to Gordon College and children in grades 6-8 receive help on-site at Curwin Circle.

IMPORTANT TELEPHONE NUMBERS

The City of Lynn's website maintains an extensive Lynn-based Community Service guide. Visit the City of Lynn Service Guide (lynnma.gov)

CURWIN CIRCLE

MANAGEMENT OFFICE: PHONE (781) 598-3663 FAX (339) 883-2606

Office Hours: Monday, Wednesday, Thursday 8:00 AM - 4:00 PM
Tuesday 8:00 AM - 7:00 PM
Friday 8:00 AM - 12:30 PM

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

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

LYNN POLICE DEPARTMENT	(781) 595-2000 BUSINESS 9-1-1 EMERGENCY
LYNN FIRE DEPARTMENT	(781) 593-1234 BUSINESS 9-1-1 EMERGENCY
NORTHEAST LEGAL AIDE	(978) 458-1465
CURWIN RESIDENT COUNCIL, INC.	(339) 883-2624
LYNN CITY HALL	(781) 598 - 4000
LYNN COMMUNITY HEALTH CENTER	(781) 581-3900
REGIONAL CENTER FOR POISON CONTROL	1-800-222-1222
LYNN ANIMAL CONTROL OFFICER	(781) 477-4385
GREATER LYNN SENIOR SERVICES	(781) 599-0110
NATIONAL GRID (ELECTRIC)	1-800-322-3223
VERIZON (RESIDENTIAL SERVICES)	1-800-870-9999
AT&T CONSUMER SERVICES	1-800-222-0300
MBTA INFORMATION	(617) 222-3200
COMCAST CABLE	1-888-633-4266

SCHEDULE OF MAINTENANCE 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.

TENANTS WILL BE CHARGED THE COST OF THE ITEM OR ITEMS NEEDED TO MAKE REPAIRS. ITEMS WILL BE USED FROM THE LHAND 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 LHAND 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 LHAND 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 CLEANING FRONT AND BACK OF UNIT AND 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 LYNN HOUSING AUTHORITY, MANAGEMENT OFFICE, 164 CURWIN CIRCLE, LYNN, MA 01905

MAKE CHECKS PAYABLE TO: LYNN HOUSING AUTHORITY