Resident Handbook

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

Wall Plaza Elderly & Non-Elderly Disabled Housing

LYNN HOUSING AUTHORITY & NEIGHBORHOOD DEVELOPMENT

Charles Gaeta
Executive Director

Updated: 12-28-22

Applicants:

Admissions Office
174 S. Common Street
Lynn, MA 01905

FAX (781) 581-8771

Current Residents:

Wall Plaza Management Office
95 Tremont Street
Lynn, MA 01902
(781)598-8606
FAX (781) 477-2848
TTY (781) 477-2837

Resident Service Coordinator
(781) (781) 8630

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 Wall Plaza 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 a safe, attractive, and desirable community.

To help us meet these goals, please:

- **Pay your full rent on time**
- **Call the Maintenance Department when repairs are needed**
- **Call the Management Office with questions, complaints, and suggestion**
- **Keep your home clean and in good condition**
- **Respect your neighbors right to peace and quiet enjoyment**
- **Do not smoke in your apartment or anywhere on the premises except in the clearly-marked designated smoking area**

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) 581-8606 or (781) 581-8630.

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 one set of keys to the apartment. Additional keys and fobs can be obtained for a fee as listed on page 18. 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. 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 locks to the apartment 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 18.

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. The lockout person's name and phone number will be provided to you at the time of lease-up and whenever there is a change.

If you call the Maintenance Department after hours for non-emergency repairs or for being locked out/lost or misplaced keys, you will be charged a fee for this service in accordance with the list of charges on page 18.

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 18).

MAINTENANCE EMERGENCIES

Calls after hours should be for maintenance emergencies only. If you have a maintenance 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.

Maintenance emergencies arise when immediate repairs are needed to ensure the health and safety of residents and or there is a condition or event which might result in serious structural or system damage if not corrected in a 24-hour period.

The following are considered **MAINTENANCE EMERGENCIES**, 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 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 <u>does not</u> 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 15th each year and shut off June 15th. Each apartment has its own thermostat with which you can control the temperature to your convenience.

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 removal policies.

Trash is each resident's responsibility and should be regularly discarded in trash chutes located within Wall Plaza. All trash must be secured in bags and properly placed in trash chutes. Please do not put large items in the trash chute as it will lead to blockage.

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).

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

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 18).

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 18).

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 18).

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. Stickers are issued when residents reach the top of the parking waiting list. Residents are placed on the waiting list according to the move-in date or, if the resident has no vehicle at the time of move-in, the date they inform Management of the acquisition of a vehicle. All residents must display a LHAND resident parking decal issued by the Management Office. Due to space restrictions, residents will be permitted one Parking Decal 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:

ACTION TOWING
TEL# (781) 286-3900

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 the unit.

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.

LAUNDRY

Each building within the development is equipped with coin-operated/card 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 and that you do not hoard machines by not removing your clothes immediately once your washing/drying is completed. Washers and 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.

EXTERMINATIONS

Exterminations for the entire Wall Plaza Development are conducted semi-annually and are mandatory for every unit to ensure safe and habitable conditions for all residents. 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. Refusal to allow access for extermination or failure to prepare for the exterminations is a violation of the terms of the lease.

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.

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 co-head 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

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. 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.

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, common areas, or anywhere other than their personal unit. Any items stored in common areas and/or electrical rooms, corridors, stairwell will be considered trash and will be removed and disposed of by management without notice.

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.

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, deductions, family composition and community service 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/or hand delivered 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 clutter, fire, and other 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.

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. 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 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 AT 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 Resident Services Coordinator at (781) 581-8630 with any questions about the Wall Plaza Resident Council.

ACTIVITIES

A list of activities and or events organized by the Resident Council will be provided to residents in a monthly flyer and will also be posted on the bulletin boards.

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.

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

- Homecare clients can speak with their case managers to arrange rides.
- The MBTA para transit "T Ride" is an option. For more information call (617) 337-2727.
- Mobility Links Program at GLSS. For more information call (781) 599-0110
- 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 two of them:

Tom's Taxi	(781) 595-0049
Garcia's Taxi	(781) 592-6784

Stop & Shop offers a free shopping bus picking up at Wall Plaza on Tuesdays at 9:00 a.m., allowing about one hour for shopping before returning home.

WORSHIP

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

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

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

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.

LYNN POLICE	(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
WALL PLAZA RESIDENT COUNCIL, INC.	(781) 599-8880
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
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

(Subject to change)

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
EXTRA APARTMENT KEY $9.00
EXTRA KEY FOB $20.00

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

MAKE CHECKS PAYABLE TO: LYNN HOUSING AUTHORITY