



Resident Guidelines & Regulations

Dear Resident:

Thank you for choosing the Brothers of Mercy Trier Woods Apartments as your new home!

This Resident Handbook is designed to provide you with information which will help make the adjustment to your new home as smooth as possible.

Please take some time to read this booklet in its entirety as you are responsible for following these directions as a condition of your lease.

As always, if you have any questions, don't hesitate to call the office.



The TRIER WOODS Team

Mary Baty ~~~~~ Director

Jan Eaton ~~~~~ Office Manager

Joe Anger ~~~~~ Environmental Services
Manager

Office Number: 716-759-2122

Weekend WATER Emergency ONLY Number:
716-289-6651

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Air Conditioners

Window air conditioning units, no greater than 600 BTUs, are permitted. A \$25 fee is charged by maintenance to install/remove unit for the season. An additional fee of \$25 per month for each month air conditioner is installed will be charged and can be included in the monthly rent check. Residents purchase their unit; we do not provide.

Apartment Inspections

Apartment inspections will take place on a yearly basis. Management will be checking that all appliances are in working order, apartment is free from dangerous clutter, all material is away from heating elements, and apartment has been kept relatively clean and free from mold and any dangerous conditions.

Inspections will be scheduled in advance; if resident is not home at the time of scheduled appointment, management will enter apartment to complete the inspection.

Appliances

If not familiar with appliances provided, please contact the office for instructions. If a fuse should blow, a red light will show in the panel box. Investigate, correct the problem, turn the fuse switch back to "ON" position. When in doubt, contact the office. Residents may not bring in extra appliances, such as free-standing freezers or mini-refrigerators.

Attire

In consideration of others, we request that residents and guests dress appropriately for public places within all common areas of the Community. (For example, no sleep attire, hair curlers, bedroom slippers or beachwear). Shoes must be worn at all times.

Beauty/Barber Shop

Our on-site salon is independently operated. The salon is located on the first floor in Blue Jay or C-wing. The contact number is 716-759-7682.

Bed Bugs

Bed Bugs don't discriminate! They are found in the cleanest of homes. If you suspect that you may have bedbugs, or any insects, in your apartment, see office **IMMEDIATELY.** Depending on the situation, you may be charged an exterminating fee.

Cable

Cable service is included in the rent amount. A deduction cannot be made in rent in lieu of cable. New residents are responsible for installation and any fees associated with this installation and must contact Spectrum Cable for this service. Residents are also responsible for the turn in of equipment at the end of the lease. **Spectrum: 1-833-697-7328.**

Community Rooms

We have several common areas throughout the Community. Please see office if you would like to reserve the Multipurpose Room or Kitchen – a \$25.00 refundable deposit will be due upon request. Residents should always accompany guests when using any common area. Please leave all community areas clean and, if furniture is moved, please return to original configuration.

Communications

1. 5 bulletin boards throughout building. Please read frequently for new notices.
2. Monthly Calendar – your thoughts are always welcome!
3. Apartment Mailboxes for correspondence from office or other residents.
4. Open Door Office Policy

Computer Access

A computer complete with internet access, is available for your use in our Fitness Room. Please be aware that pornographic material is prohibited from being viewed on these computers. It is the resident's responsibility to monitor their guest's use of computers.

Fitness Room

Fitness room is located on the First Floor next to the office. Please make sure you are physically fit and able to use machines at your own risk. Please wipe down machines when finished.

Insurance

Brothers of Mercy does not provide any type of insurance for loss or damage to residents' belongings. It is strongly encouraged that residents purchase Renter's Insurance.

Key Fobs

1 Not all outside doors are accessible

Doors which ARE accessible to everyone are doors:

1 (front entry), 2, 3, 4, 7, 8 (ramp), 10, 13(patio), 16, 20, 21 & 22.

2	Simply hold your key fob in front of the black box/plate located next to one of the doors listed above. EXCEPT for front door. Front door black box/plate is located to the left of the intercom system. You will hear a buzz or click and you can then open the door.
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3 Visitors/Deliveries without key fobs ENTER USING INTERCOM SYSTEM. Visitors enter resident's apartment number into the intercom system, resident answers call and pushes 9 on phone keypad. This will open front door. ONLY LET IN PEOPLE YOU KNOW WHO ARE HERE TO SEE YOU AND ONLY YOU!

4 **Outside deliveries of any kind (Food, pharmacy, take out, etc.) resident MUST either meet the delivery person at the front door OR if buzzed in, resident MUST walk the delivery person to the front door and watch them leave the building. If this isn't followed – we are allowing strangers into our community where they may approach residents, knock on apartment doors or hide in the building.**

5 In case of a power outage, the front door may not work; however, all other doors with key fob entry will work.

6 Get to know your neighbors. **If you forget your KEY Fob and cannot get into the building, DO NOT CALL A STAFF MEMBER!!!!, call your neighbor and ask them to buzz you in. Consider leaving an extra apartment key with them as well. There will be a charge FOR ANY staff to come in and open the door for someone who has lost their for and/or apartment key.**

7 **ADDITIONAL FOBS AVAILABLE IN OFFICE FOR \$30**

Laundry

Laundry Room Rules for use.

These rules are set by management. Failure to adhere
is a direct lease violation.

Laundry room hours begin at 8 a.m. and end at 10 pm.

Do not begin a load if you believe the cycle will end after 10 p.m.

- DO NOT use Canadian Coin
- DO NOT use ANY type of Powder cleaning agents
- DO NOT put laundry pods in soap dispenser. Throw in with clothes
- DO NOT use fragrant laundry beads in washer OR fragrant dryer sheets in dryer
- DO NOT spray deodorizer (i.e., Lysol) in machines
- DO NOT attempt to fix machine or any of its components
- DO NOT open machine during cycle
- Leave Machines OPEN after using
- Do not dry rubber backed rugs in dryers.

CLEAN OUT LINT TRAP AFTER EACH USE

By using these washers and/or dryers, you are agreeing to all of the above rules. Laundry rooms are video monitored. Anyone seen ignoring guidelines or causing damage to any machine will be responsible for any financial damage or repair.

Library

A vast library of reading materials is located on the second floor of our Blue Jay or “C” wing, across from the elevator

Mail

Please notify the Post Office of your change of address as follows:

Your Name
10500 Bergtold Road – Apt #
Clarence, NY 14031

Mail delivery is Monday – Saturday (excluding Holidays). An outgoing mailbox is provided in the mail room. Postage due items should be left in office for postal pickup. Packages via UPS or FedEx will be left in the mail room if you are not home.

Please also check your building mail (the cubbies) daily.

Maintenance

All maintenance requests must be presented to the office.

Only Emergencies will be attended to during nighttime or weekend hours. For evening or weekend **WATER EMERGENCIES ONLY – call 716-289-6651. FOR HEALTH OR FIRE EMERGENCIES CALL 9-1-1.**

Requests for personal services are not allowed. Alterations or remodeling of apartment is not permitted.

Move In

Please instruct all who are assisting you in moving in that driving and/or parking on the walks or lawns is not allowed.

Please breakdown all cardboard boxes before disposing of them in Refuse Room Dumpster.

Please instruct carpet installers that rugs may not be permanently tacked down and use of carpet tape is not allowed. Adhesive hooks on ceilings or walls are prohibited.

Newspapers

Home delivery is available by contacting the Buffalo News directly at 716-842-1111.

Office

The office is generally opened from Monday – Friday from 9 a.m. to 4 p.m. and closed during the weekend and Holidays.

Parking

Unassigned parking spaces are conveniently located for residents and visitors use only (one car per driver). Please adhere to posted regulations.

Parking on rear emergency road and in front of fire hydrants is prohibited. Do not park in refuse driveways, except for loading and unloading. To prevent hitting refuse garage doors, stop ahead of the yellow lines.

Center front parking area, nearest Bergtold Road, is for staff and visitors only.

Please advise your visitors of the above parking policies.

Pets

We do not allow pets in this community.

Rent Payments

Rent is due on the first of each month. A check or money order made payable to Brothers of Mercy Housing Co., or Trier Woods Apartments can be placed in the rent box located on the wall outside of the office.

Late Payments: payments received after the 6th of the month will be assessed a \$30.00 late fee for delinquency.

Check Returned for Non-Sufficient Funds: Residents will be charged a \$15.00 fee for each check and/or resubmission returned for non-sufficient funds.

Safety

Candles are prohibited!

Draperies and curtains should be at least 24” from the floor, leaving ample space from heating elements. Also, do not push furniture or other obstructions next to base board heat units. Carpet mats (such as WELCOME) outside your apartment door or in common hallways are prohibited as they pose tripping hazards to residents and emergency rescue personnel.

Schedule of Charges

CHARGES ARE MADE WHEN RESIDENTS CAUSE BREAKAGE OR DAMAGE THROUGH THEIR <u>MISUSE OR NEGLIGENCE.</u>	
ADDITIONAL FEES FOR SERVICES	
ITEM	COST
Air Conditioner	Installation and removal charge \$25
Air Conditioner – Electrical Usage	Additional \$25 per month for May, June, July, August and September (5 months = \$125 for the season) for electricity use.
Replacement or Additional Keys/Fobs	Apartment Lock: Cost of Replacement Mailbox Lock: Cost of Replacement Entrance Door Fob \$30 Apartment Door Key \$ 5 Mailbox Key \$ 5
Light Bulbs	Refrigerator bulbs will be supplied by Trier Woods. Residents are responsible for all other bulb replacement.
Tenant caused damage by misuse: Tub/Sink Water Overflow, Clogged Sink or Clogged Toilet, Tenant Lock Out	\$25/hour for after working hours with a 4 hour minimum charge. Cost for any additional damage to be determined at the time of incident.
Dumpster Use	If a tenant uses the dumpster in excess, causing an overcharge by the pick-up company, that cost will be passed on to the resident.
After Hours Non Emergency Issue	\$25/hour for after working hours with a 4 hour minimum charge.
APPLICABLE CHARGES IF APARTMENT AND/OR APPLIANCES ARE LEFT UNCLEAN AT MOVE OUT	
ITEM	COST
Entire Apartment clean	\$125
Clean Stove	\$50
Replace Drip Pans	\$25
Clean Refrigerator	\$35
Cost to remove contact paper on cupboard shelves & drawers	\$25/hour
Cost to remove any personal items left after move-out	Cost for professional moving services
Cost for an extra dumpster pick-up to dispose of any personal items left behind	\$250
Clean Bathroom Toilet	\$50
Clean Tub & Tile	\$30
Any Tenant Caused Damage	Assessed at Move Out

Security

Please inform the office of your phone number, and any subsequent number changes, so that it can be programmed into the intercom system. Visitors will reach you by phone by entering your apartment number in the front vestibule intercom system. When you want them to enter, simply press the number 9 on your phone. This will activate the front door release allowing your guests entrance.

For your safety and that of your neighbors DO NOT open entrance door for someone that is not here to see you personally. During the hours of 8:00 a.m. to 7:55 p.m., you may “buzz” visitors in from your telephone. After 8 p.m. and before 8 a.m., you must come downstairs to let visitors in the front door.

For deliveries of any kind (Food, pharmacy, take out, etc.) resident MUST either meet the delivery person at the front door OR if buzzed in, resident MUST walk the delivery person to the front door and watch them leave the building. If this isn't followed – we are allowing strangers into our community where they may approach residents, knock on apartment doors or hide in the building.

Service Animals

Residents with service animals are responsible for all cleanup of animal waste and will be financially responsible for any damage caused by said animal. Proof of Renters Insurance and a certificate from the Veterinarian stating the animal's health is good and that all vaccinations have been administered is required. A physician's note indicating the need for service animal is required. An emergency care person must be appointed in the event of an issue where the animal may need care that the resident is not able to provide.

Smoking

We are a Smoke-Free Campus. Smoking is prohibited in any area of the property, both private and common; indoors including inside of apartments, entranceways, parking lots and all outside areas. This policy applies to all residents, guests of residents, service persons, employees and/or vendors. Smoking is defined by, but not limited to, cigarettes, cigars, pipes, e-cigarettes, other tobacco products or marijuana.

Snow Removal

1. The main responsibility of our Maintenance Department, in regard to snow removal, is to keep sidewalks and exit door areas free of snow. Plowing is handled by the Campus Snow Removal Team. This team is responsible for snowplowing parking lots and roadways for all communities on campus.
2. Unless there are extreme extenuating services, there will be no snow removal after normal business hours. Any accumulation during those “off” hours will be cleared in the morning.
3. Residents should park in available spaces and not wait for a particular space to be cleared. There are NO ASSIGNED PARKING SPACES. You may be asked by staff to move your car from one spot to another to facilitate the snowplow process.
4. Areas around and between cars **are not** maintained by staff. Residents need to use caution during inclement weather and be prepared to shovel and/or salt around your car. Salt is provided at all entrances.
5. Residents should be conscious of the lines when parking and park between these lines.
6. Staff may not assist residents in brushing off or shoveling off their cars.
7. Parking on Rear Emergency Road and/or in front of the front entrance, fire hydrants or sidewalk entrances is strictly prohibited. Cars may be towed.

Parking lots and walkways are plowed and salted by staff of both TW and the Campus Snowplow Team. Residents are responsible for clearing off their personal vehicles and space between cars.

Telephone

You must make arrangements with the provider of your choice for telephone service. Please inform the office of your new telephone number as soon as you receive it so that it may be programmed into the intercom system for entry to the building by your visitors.

Termination of Lease

9 CRR-NY 1627-6.2NY-CRR

OFFICIAL COMPILATION OF CODES, RULES AND REGULATIONS OF THE STATE OF NEW YORK
TITLE 9. EXECUTIVE DEPARTMENT
SUBTITLE S. DIVISION OF HOUSING AND COMMUNITY RENEWAL
CHAPTER III. LOW RENT HOUSING
SUBCHAPTER C. MANAGEMENT MANUAL FOR HOUSING AUTHORITIES
PART 1627. OCCUPANCY
SUBPART 1627-6. TERMINATION OF TENANCY

9 CRR-NY 1627-6.2

9 CRR-NY 1627-6.2

1627-6.2 Termination by tenant.

(a) Tenants intending to vacate must sign a completed *notice of intent to vacate*. This notice shall include reason(s) for vacating.

(b) Tenants should be encouraged to give as much advanced notice as possible; however, at least one month's written notice is required as they are liable for rent until the end of the required period of notice or until the effective date of the new lease, whichever is earlier.

(c) Possession of apartments abandoned by tenants may be recovered by the authority without legal proceedings. However, if tenant has left any possessions or if there is any doubt as to whether the apartment has actually been abandoned, the authority's counsel shall be contacted for advice as to what action should be taken to gain possession. Landlord will give notice to existing tenant before showing prospective tenants the apartment for purposes of securing a future lease.

Transportation

While we do not offer transportation services, the Going Places Van, a service provided by Erie County, can be reached at 858-7433; Rural Transit Service can be reached at 565-3323; and for members, the Clarence Senior Center Van at 633-5138

Trash Removal

Refuse Rooms are located on each floor. **All** garbage and recyclables should be bagged in plastic garbage bags and placed either in dumpsters if using refuse rooms on first floor or thrown in chutes located in refuse rooms on second floor. **All cardboard boxes must be broken down and thrown directly into the dumpsters located in 1st floor refuse rooms.**

Furniture, appliances or electronic equipment **MAY NOT BE DISPOSED OF** in our refuse rooms. A \$250 charged will be placed on the resident for any infractions or for excessive use of the dumpster causing an additional pick-up fee. Arrangements must be made, by resident, for removal of mattresses, furniture or electronic equipment through an outside source

Utilities

All utilities are included in your rent, but discretion in their use helps us to maintain reasonable rents. When leaving your apartment, please turn off lights, fans and air-conditioners as well as lowering the thermostat.

THE USE OF A SPACE HEATER OR KITCHEN STOVE FOR HEATING PURPOSES IS DANGEROUS, PROHIBITED, AND A DIRECT VIOLATION OF YOUR LEASE AND WILL BE GROUNDS FOR EVICTION PROCEEDINGS.

Window Treatments

Brothers of Mercy assures working window blinds will be on apartment windows at time of move in. During residency, should any part of any window blind become damaged, it will be replaced at the resident's expense, unless it is determined by the Director of Environmental Services that the damage is caused by a manufacturer's defect.

If resident would like draperies in addition to window blinds, the installation of drapery rods which residents have purchased will be installed by the Maintenance Department.

Drapes should be at least 2 feet from floor so as not to touch baseboard heat.

Yellow Door Hangers

When leaving your apartment for any amount of time, place the door hanger on the outside of your apartment door. When you are in your apartment, the door hanger remains on the inside of your apartment. These guidelines help first responders ensure the quickest and safest emergency efforts in case of a fire. When they see the yellow tag, they know the apartment is unoccupied.



Procedures

Emergency Pull Cord

Located in your bathroom, this should be pulled ONLY if you are unable to use the telephone. Please do not rely on this as your only call for help. If there is no one in the office when the chord is pulled, the alarm will go unnoticed. No staff available in evenings or on weekends.

If you have concerns, have Life-Line, Life-Alert, etc.

Fire Alarm System

Fire alarms & Smoke Detectors in community areas and the Heat Detector in your kitchen are connected directly to the fire dispatch. The bells sound throughout the building and evacuation should occur immediately.

If the fire is in your apartment, close doors – find nearest **RED alarm box** and activate. **RED alarm boxes** are in hall areas, hall lounges. (Occasionally review the instructions located near the alarm so that in times of emergency, time is not wasted reading!) The bells will ring continuously once these alarms are activated.

WHENEVER AN ALARM RINGS CONTINUOUSLY, LEAVE THE BUILDING IMMEDIATELY THROUGH THE NEAREST EXIT, CLOSING DOORS BEHIND YOU. EVERYONE SHOULD EVACUATE BUIDING.

POWER OUTAGES



Be prepared as power outages are caused by many outside factors such as high winds, ice storms, car accidents, squirrels in transformers, NYSEG repair work – and the list goes on. Please remember that this is an Independent Living Community and, just as when you were living in your prior home or dwelling, when the power goes out in your apartment you need to be prepared!

Have on Hand:

- Battery operated lantern, flashlights, radio and extra batteries
- Stock of non-perishable food items and a hand-held can opener
- Supply of bottled water
- Supply of your essential medications and first aid kit
- LOTS of extra blankets – remember, your heat is Electric!
- A Charged Cell phone

And Remember:

- Candles are NEVER to be used.
- Have a backup plan for staying with family or friends.
- The Multipurpose room is backed up by the generator if you need a warm place to sit.

If you need to know why the power is off and when it might return, call NYSEG at 1-800-572-1131.



Procedures

Smoke Detectors

Apartment smoke detectors are NOT wired to fire dispatch. It is an early warning to you only that a safety hazard has occurred. When smoke detector alarm sounds, investigate and correct the hazard. After you have corrected the hazard (ex: unplugging the toaster, taking burnt popcorn out of microwave) open ONLY your windows and turn on your fans to disengage alarm. **DO NOT OPEN DOOR TO APARTMENT OUT IN TO HALLWAY** unless you need to leave immediately for safety concerns. This will trigger hallway alarms and activate the Fire Department.



When calling 9-1-1, it is beneficial to give your apartment number as well as the number of the exterior door nearest to your apartment. Also, during office hours, call the office so that we may be waiting for their arrival to help guide them to your apartment.

FIRE RESPONSE PLAN

IN THE EVENT OF A FIRE, FOLLOW THESE INSTRUCTIONS!

If you discover a fire in your apartment that is easily extinguishable:

- **PUT OUT THE FIRE!** Unplug the toaster, use an apartment fire extinguisher, or cover the pot burning on the stove with a pot lid.
- If smoke is in the apartment after a small fire is extinguished, open the windows of your apartment until smoke dissipates. **DO NOT OPEN YOUR APARTMENT DOOR.** This will send smoke into the hallway and will trigger the alarm to the Fire Department.

If you discover a fire in your apartment that is not easily extinguishable:

- **GET OUT! AND CLOSE THE DOOR TO YOUR APARTMENT TO KEEP FIRE CONTAINED.**
- **Please place your evacuation tag on your apartment door as you evacuate.** This will help the fire department know which apartments they need to enter.
- Activate the nearest pull box if alarm is not already sounding.
- The fire alarm will sound and strobe lights throughout the building will be flashing.
- Enter Hallway and find nearest **RED EXIT SIGN**, located above each stairwell exit.

- Exit to an outdoor area away from the building and entrances to leave room for easy access for first responder and remain outside until an all-clear signal is provided by Administration or the Fire Department **ONLY**.

When you hear a fire alarm while inside your apartment:

- Touch your door with the **back of your hand** before opening to ensure that it is not hot to the touch. If it is safe to do so, open the door.
- If the hallway is filled with smoke:
 - *Close door.
 - *Open window.
 - *Hang a sheet, blanket, brightly colored scarf or sweater out of the window to draw attention, yell HELP, and wait at window for the Fire Department to arrive.
- If the hallway is free from smoke:
 - *Close your door tightly.
 - * **Please place your evacuation tag on your apartment door as you evacuate.** This will help the fire department know which apartments they need to enter.
 - *Enter Hallway and find nearest **RED EXIT SIGN**, located above each stairwell exit.
 - *Exit to an outdoor area away from the building and entrances to leave room for easy access for Fire Department and remain outside until an all-clear signal is provided by Administration or the Fire Department **ONLY**.

If you discover a fire in the building

- Close the door to any fire area to help contain smoke and fire. Evaluate the safest direction away from the fire to proceed.
- Locate the nearest pull box and activate.
- The fire alarm will sound and strobe lights throughout the building will be flashing.
- **DO NOT RETURN TO YOUR APARTMENT.** Exit the apartment building immediately and go to an area away from doorways and entrances to allow room for access to first responders.
- Remain outside until an all-clear signal is provided by Administration or the Fire Department **ONLY**.

PREVENTITIVE MEASURES

If you have not already done so, begin the habit of using your evacuation tags now and each time you exit your apartment.

Know where your nearest exits are located before a fire occurs.

Fire extinguishers are in all hallways.

All residents living in, or visiting this community, MUST be able to physically exit from anywhere in this building.

Only the Fire Department may make the decision that the building is safe to re-enter after a fire.