Welcome to Bickerdike Apartments!

A non-profit manager of quality, affordable housing in West Town, Humboldt Park, Logan Square, and Hermosa
Welcome to Bickerdike Apartments!

Dear Resident,

Welcome to Bickerdike Apartments and to your new home! We are pleased to be able to offer you quality affordable housing and the opportunity to maximize on your goals for your own and your family’s future.

A key part of Bickerdike Redevelopment Corporation’s mission is the development of our communities by and for the benefit of our communities’ residents. Since 1967, with the broad participation of neighborhood residents, we have developed over 1,000 units of quality housing affordable to local families. We provide property management services for all of the rental and cooperative housing we have developed through our subsidiary, Bickerdike Apartments.

We invite you to be an active part of keeping Bickerdike housing accessible and affordable and in top quality condition. Your participation starts with keeping your own home in good condition, ensuring good lines of communication with the Property Management Office, and being a good neighbor. We will try to do our best in all aspects of working with you.

Bickerdike has many opportunities for residents to be involved in the management of our housing, important community issues, and enhancing family and community quality of life. For example, one such body, the Bickerdike Residents Council, and its many subcommittees, is comprised of individuals who have been elected or appointed by other residents to represent the priorities and interests of the larger resident body. The council does everything from meeting regularly with property management, to producing the resident newsletter, to coordinating gardening efforts, to planning fun events and outings open to all residents.

This Resident Handbook of House Rules was developed by residents like yourself who live in Bickerdike’s housing and is meant to provide you with an overview of the rules and policies which govern our housing. We suggest you read through it and familiarize yourself with its contents and that you keep it handy as a reference. Thanks in advance for helping keep Bickerdike’s award winning housing one of our communities’ prized assets.

Yours truly,

Joy Aruguete
Executive Director

Resident Handbook of House Rules
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1. Property Management Office address and business Hours

Bickerdike Apartments
2546 W. North Ave.
Chicago, IL 60647
Telephone: 773-227-6332
Fax: 773-227-6371
Website: www.bickerdike.org

The regular business hours of the Property Management Office are Monday through Friday from 9:00 am to 5:00 pm. In addition, when the 1st through the 5th day of the month falls on a Saturday, the office is open on Saturday from 9:00 am to 1:00 pm. A 24-hour answering service answers calls at all other times and will refer emergencies to appropriate property management personnel.

2. Rent and Other Payments
Rent is due and payable on the 1st day of each month. All checks and money orders should be made payable to Bickerdike Apartments. Property Management staff are not allowed to complete blank money orders or checks, therefore all money orders and checks should be completely filled in, including the name and address of the resident the payment is intended for. No third party checks or checks from non-household members will be accepted.
Rent can be paid in the Property Management Office during normal business hours. Payments can also be mailed to us at the office address but should be mailed enough in advance to allow ample time for us to receive payment by the 5th day of the month.
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Rent can be paid in the Property Management Office during normal business hours. Payments can also be mailed to us at the office address but should be mailed enough in advance to allow ample time for us to receive payment by the 5th day of the month.
A receipt will be issued with all payments, including payments received through the U.S. mail or after hours in our overnight slot.

Rent payments may not be given to the maintenance personnel or to Site Managers when they are not in the office.

A $5.00 late fee is billed to all resident accounts if their rent payment is not received by the 6th day of every month. An NSF (non-sufficient funds/bounced) check fee equal to the amount the bank charges us for returned checks will be charged for all NSF checks. Two NSF checks in any given calendar year will result in the resident being required to pay rent in the form of a money order or cashier’s check for the remainder of that calendar year. A resident whose check is returned NSF will receive the NSF check back, receive a 5-day notice for non-payment of rent and the appropriate late fee will be assessed. Payment to cover a bounced check must be in the form of a money order.

If a resident fails to pay the rent due after the service and expiration of a 5-day notice, and our attorney subsequently files a lawsuit to recover possession of the resident’s unit, the resident will be required to pay the total amount of rent owed plus all court costs and fees incurred should management decide, in its sole discretion, to reinstate the tenancy and dismiss the court case.

3. **PROBLEMS PAYING RENT ON TIME**

From time to time a resident may experience problems that may cause them to be late paying their rent. Calling the office to report a late payment, while appreciated, will not prevent the resident from receiving a 5-day notice for non-payment of rent and it will not prevent the resident from being charged the appropriate late fee.

Any agreement to pay the past due rent must be authorized by the Site Manager, or the Property Management Supervisor. The Site Manager for your property may be able to refer you to a social service agency that may be able to assist you.
4. **Late Payments, Returned Checks and Non-payment**

A $5.00 late fee is billed to all resident accounts if their rent payment is not received by the 6th day of every month.

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5. **Maintenance and Repairs**

Bickerdike wishes to ensure that all units are well maintained for residents and we need your assistance in this process.

Residents shall maintain their apartments and appliances in a clean and safe condition. Residents shall also keep common areas, green spaces and parking areas free from litter and debris. Residents may keep lawn furniture on porches and patios; however, they may not store tires, car parts, appliances, indoor furniture, newspapers, etc., on
porches or patios. When maintenance or repair work is needed residents shall contact the Management Office to file a work order.

**Filing a Work Order**

If repairs of any kind are needed, residents may stop by or call the Management Office to file a work order. The work order will be forwarded to our maintenance department who will try to complete the repair(s) as soon as possible. All requests for service must come through the Property Management Office. Please do not make on site-requests of maintenance personnel who happen to be in or around your building.

If you have an emergency repair after hours please see Section 7. *Emergencies.*

The Maintenance and Janitorial staff of Bickerdike Apts. do not install air conditioners or ceiling fans. Additionally, they do not make repairs to personal appliances.

**Access to Your Unit**

All Maintenance personnel are properly identified with Bickerdike Apartments photo identification badges. Do not let anyone into your home if he/she is not wearing a Bickerdike Apartments identification badge. If someone does try to enter your home without the proper identification badge, we recommend that you do not let that person in and that you call the office immediately.

It is the residents’ responsibility to see that Maintenance staff have access to your home to complete work order repair(s). Appointments are made on an as needed basis, otherwise Maintenance personnel will be assigned work orders according to priority and date the work order was filed.
If Maintenance personnel come to your apartment and no one is home, they will not enter the unit. They will leave a notice on the door with the date and time Maintenance personnel attempted to complete the repairs. You must call the office and schedule a new time for Maintenance to return to complete the repairs. Failure to provide access to management to correct needed repairs may be considered material non-compliance with your lease and may be grounds for termination of tenancy.

**Completed Work**

When the repair work is complete, the maintenance person will ask you to sign a work order. If you are not satisfied with the work, do not sign the work order, contact the Site Manager for your property and the Manager will determine what the next course of action should be. In the event you are not at home when the work in your apartment is completed, a copy of the work order will be left in your apartment. If you are not satisfied with the work call the office and speak with the Site Manager regarding the problem.

**Failure to File a Work Order**

If you fail to file a work order for repairs and the problem causes damage to your apartment or another apartment, you will be billed the cost of the repairs plus the cost of labor. Payment is due within 30 days of notification. Failure to pay for the cost of the repairs is cause for termination of your lease. Please see Section 8. *Inspection Incentive Policy*. 
6. **Repairs To Windows And Screens**

Screens must be kept in the windows at all times. Torn window screens will be repaired by management regardless of whether the resident has requested the repairs. Residents will be billed if screens are torn due to carelessness or abuse.

Residents who have missing screens should place a work order for missing screen replacement. Work orders for screens are seasonal and shall be repaired or replaced during the spring and summer months.

7. **Emergencies**

If an emergency repair is needed during regular work hours, the emergency work order should be filed with the Management Office. If an emergency repair is required after regular work hours, regular Property Management Office number should be called and the 24 hour answering service will contact the designated management staff person who, in general, will contact you to acknowledge that your call was received.

Repairs classified as emergencies will be handled immediately. The following items are considered emergencies:

- Water pouring on the floor that can not be stopped,
- Clogged toilet,
- No electricity (after checking circuit breakers where applicable),
- No heat (winter months only) after adjusting thermostat,
- Gas leaks (People’s Energy should be called first),
- Lock out (resident will be billed),
- A carbon monoxide detector goes off – call the Fire Department then call the Management Office,
• Broken windows and/or doors because of a break-in,
• Fire, call 911 first then call the office.

In the event of loud music or noise after hours please call 911, **do not call the office.** If the loud music or noise is an ongoing problem, please contact the Site Manager for your site at the Management Office during regular office hours.

Where applicable, malfunctioning central air conditioning systems are not considered an emergency. Work orders requested for air conditioning problems will be treated as a routine work order.

**Access to your Unit**

In the event of a maintenance emergency, if you are not home, maintenance personnel will enter your unit to address the situation upon receiving authorization from the Maintenance Supervisor and they will leave a notice indicating that they were there.

**Annual and Government/Funder Inspections**

Apartments are inspected to ensure that quality housing standards are being met. The office will notify you in advance and coordinate all inspections regardless of the type of inspection. All Bickerdike Apartments’ employees wear photo identification badges. If someone attempts to enter your unit who is not properly identified with an identification badge, we strongly recommend that you do not let them in and that you call the office immediately.
**Annual Inspections**

Management shall conduct an annual inspection of each apartment. These inspections normally take place in coordination with the annual lease renewal process. Annual inspections are conducted to assess housekeeping issues, damages and any repairs which may be needed in the unit.

Significant housekeeping problems or a high amount of tenant damage to the unit, will result in a failed inspection. The resident will be notified in writing and will be scheduled for another inspection approximately 30 days from the initial inspection. If continued problems in the apartment with housekeeping or tenant abuse are found, management may take steps to terminate the residents lease.

**Inspection Incentive Policy**

To encourage well-maintained apartments, tenants who call in any tenant billable damages as they occur (documented by the filing of a work order) will receive a 50% discount on the total cost of the repair(s) (including materials and labor). If the amount is not paid within 30 days of the invoice for payment, tenant will be required to pay 100% of the costs. Any tenant billable damages not reported by tenant and identified during a Bickerdike inspection or otherwise will not be eligible for any discount and tenant will be required to pay 100% of the total cost of the repair(s).

**Government and Funder Inspections**

All properties have utilized a variety of government financing sources to help make them affordable for residents. Many of these sources have their own requirements and conduct their own inspections. These inspections are mandatory. Residents will be notified in advance about these inspections and are required to allow inspection of their unit by these agencies. If a resident cannot be at home for one of these inspections, management will enter the unit to allow the inspection to occur.
We are required to comply with the rules and regulations set by these financing agencies in order for us to keep each unit as quality affordable housing in our community. Additionally, for Section 8 units, if the standards are not met and the inspection is failed, the subsidy provided on behalf of the resident may be terminated by HUD or CHAC.

There are some simple but important things you can do to assure your unit and building pass these governmental inspections:

- Make sure all smoke detectors in your unit are in working order. Do not take batteries out of smoke detectors and if you do make sure you replace them immediately. This is considered an “exigent health and safety item” if it is not properly working.

- Make sure all the burners work on your stove and oven. Inspection points are taken off for every burner that does not work. Regular cleaning will prevent clogging. If they are clogged, try using a toothpick or paperclip to clean them or contact the Management Office who will clean them for a fee.

- Keep your unit and interior stairwells and porches clean. Inspection points are taken away for things like splattered cooking oil on the walls, blocked fire escapes, garbage on porches, etc.

- Report all broken windows to management and we will replace them. Inspection points are taken away for every broken and/or cracked window, even if it is a small crack, or it got broken during the inspection.

- Remove any metal gates on any doors. This is considered a safety hazard.

- Report any refrigerator gasket (the rubber lining around the refrigerator door) which is not in good condition or has pulled away from the door.

- Make sure there are no beds in front of windows or window air conditioning units installed in bedrooms that only have one window, since this is considered a safety hazard.
 Residents who request lock-out service more than three (3) times in a given year will be charged a $20.00 fee for each additional lock out service. The Management Office will mail you an invoice for the lock-out charges which you will have 30 days to pay in full.

11. Changing locks

All lock changes shall be done by management. If you wish to have your locks changed you should call the Management Office and file a work order. Locks will only be changed during normal business hours and shall not be treated as emergency work orders. Residents requesting a change of locks will be billed at the going rate charged by local locksmiths for labor and materials, plus the cost of any additional keys requested. Residents may not request to have their locks changed if they have not paid for a previous change of locks.

Residents may not change or rekey the locks and may not install additional locks. Residents who alter the locks are in violation of their lease and may constitute cause for lease termination.

12. Payment for damages and fees

Residents will be billed for damage to your unit which is caused by household members or guests. Management does recognize that items such as appliances, plumbing, etc. need repairs due to normal wear and tear and residents will not be charged for this type of work.

Normal charges for resident/guest caused damages will be the actual costs of materials plus the maintenance person’s time to complete the repairs, or the total charges from any outside contractor. Residents are expected to pay for all damage charges within 30 days of receipt of management’s bill for the damage.

9. Locks and keys

Residents receive 2 or 3 sets of keys to your apartment on the day that you move in. You may not duplicate these keys. If you need additional keys or if you lose your keys, you may put in a work order at the Management Office. The charge for each extra key is $5.00.

10. Lockouts

In the event of a lock out, the head of household should come to the Management Office during normal business hours to sign out a key for the apartment. To sign out a key the individual must:

- Be listed on the Lease or HUD-50059 form; and
- Have a Picture I.D.

If the head of household wishes to authorize management to let in other members of the household in the event of a lock-out, he or she must do so in advance in writing. The lockout fee during business hours is $5.00.

If you are locked out after normal business hours, the head of household must call the answering service who will forward the message to maintenance personnel. The after normal business hours lockout fee is $10.00.
Residents who request lock-out service more than three (3) times in a given year will be charged a $20.00 fee for each additional lock out service. The Management Office will mail you an invoice for the lock-out charges which you will have 30 days to pay in full.

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12. **Payment for Damages and Fees**

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Normal charges for resident/guest caused damages will be the actual costs of materials plus the maintenance person’s time to complete the repairs, or the total charges from any outside contractor. Residents are expected to pay for all damage charges within 30 days of receipt of management’s bill for the
damages. Failure to pay for damages is considered material non-compliance with your lease and may be cause for termination of your lease.

**Discount for Early Reporting of Tenant Caused Damages**

To encourage tenants to report tenant billable damages in their units and to promote well-maintained apartments, tenants who call in any tenant billable damages as they occur (documented by the filing of a work order) will receive a 50% discount on the total cost of the repair(s) (including materials and labor). If the amount is not paid within 30 days of the invoice for payment, tenant will be required to pay 100% of the costs. Any tenant billable damages not reported by tenant and identified during a Bickerdike inspection or otherwise will not be eligible for any discount and tenant will be required to pay 100% of the total cost of the repair(s).

13. **Utilities**

You are responsible for turning on, paying for your, and keeping on your own utilities. Your rent has already been adjusted to account for this. We suggest that you evaluate using the budget plan offered by utility providers for paying your gas and electric bills.

We encourage that all residents and household members practice energy conservation whenever possible. And, consider winterizing your home to bring down winter heating cost. You can contact Bickerdike’s Housing Resource Center at 773-278-5669 for information about home winterization.

**Utilities Shut-Offs**

If your utilities are shut off the Site Manager may be able to refer you to a social service agency that may be able to assist you with payment of your utility bills. However, it is your responsibility to ensure the bills are paid and service is restored.
You must be at home to have your utilities restored. The gas company requires that they have access to your apartment and the meter room to reconnect service. If they do not have access they will not restore your service. Access to basements is not considered an emergency call and technicians who restore service do not have meter room keys. Please make an appointment with the utility companies during normal business hours for service restoration and contact the Management Office for access to the meter room if needed. If it is necessary for us to open the meter room after normal business hours the resident will be charged for the service.

Utility shut offs are considered material non-compliance with your lease and cause for termination of your tenancy. In addition, please be aware that gas shut-offs in winter may result in bursting pipes and residents will be responsible for all related damages and clean up costs.

14. **Keys to Utility Meter Rooms**

Peoples Gas, ComEd and the City of Chicago Department of Water meter reading personnel should have keys to the building meter rooms to allow them to read the meters. If a meter reader asks for a key please contact the Management Office—we will send a maintenance person to open the door.

15. **Common Areas**

All the properties have common areas which may include parkways, lobbies, stairwells, yards (front and/or back), parking lots and back porches. It is the responsibility of all the residents to ensure that their household members and their guests keep these areas free of debris. Loitering is not allowed in any common areas.

NO smoking inside or within 15 feet of entrances in accordance with the Smoke Free Illinois Act 95-0017.

NO alcoholic beverages of any kind are allowed in any common areas.
16. Parking Lots

For properties that have parking lots, these lots are only for use by the residents that live in the building or townhouse and have a valid parking sticker. Only one (1) vehicle sticker is allowed per household. Cars that do not display a valid and properly affixed Bickerdike parking sticker will be towed at the owner’s expense.

In order to receive a parking sticker all residents must attend their scheduled site meetings. For more information on site meetings see Section 52. Bickerdike Residents Council and 53. Residents Council Rules.

There are no assigned parking spaces. However, please be aware of and respect that some properties have informal building agreements of assigned spaces especially for long-time residents.

Car repairs, car washing and loitering are not allowed in any of the parking lots.

17. Refrigerators and Stoves

Each apartment comes with a stove and refrigerator. You may not bring in your own appliances and you may not store appliances in the building. You are responsible for keeping the appliances clean and for reporting any problems or damages to the appliances.

Failure to keep the appliances clean may cause them to malfunction. For instance, built up grease on the stove burners clogs the burners and they will not light. Dirt and food stuck to the refrigerator door gasket may cause the gasket to stop sealing the door. Food particles on the bottom of the refrigerator may cause the refrigerator to not drain.

Management strongly recommends that you thoroughly clean your appliances at least monthly.
Appliance malfunctions due to resident failure to keep the appliance(s) clean will result in the resident being charged for any necessary repair costs.

18. **Window Air Conditioners**

All tenant supplied air conditioning units must be approved by management prior to installation because certain types of units are too large for the building electrical system. Please contact the Management Office to inquire about the size A/C unit allowed for your apartment.

Window air conditioning units may not be installed in bedrooms where there is only 1 window since this is considered to be a safety hazard by HUD, limiting egress from that unit. The maintenance/janitorial staff do not install air conditioners.

19. **Bathroom Outlet & Kitchen Outlets**

The electrical outlet in your bathroom has a safety feature called a ground fault interrupter. This safety feature ensures that if, for instance, an electrical appliance such as a curling iron or a blow dryer falls into a sink with water, the electric current to this outlet will automatically shut off to avoid a possible shock and/or electrocution. To reset this outlet, unplug the appliance and press the reset button in the outlet. If this does not solve the problem, call the office immediately to request assistance.

20. **Furnace Rooms**

Most apartments have their own furnace units which are located inside the apartment in a vented closet. Do not store items of any kind in this closet. Do not store any flammable substances or materials of any kind in this room since this creates a significant fire and safety hazard.
21. **Laundry Rooms**

There are several types of laundry facilities depending on the type of building you live in. The types of laundry rooms are: 1) apartment buildings with on-site laundry rooms located in the building, 2) apartments with washer and dryer hook ups (only) in the apartments, and 3) apartments with in-unit stackable laundry appliances. Regardless of what type of laundry facility, lint traps should be kept cleaned for optimal functioning and to avoid damage to the unit.

**Apartment Buildings with On-Site Shared Laundry Rooms:**
- No in-unit washers and/or dryers are allowed.
- Residents will make rules, open and close the room daily, and keep shared laundry rooms clean.
- Management reserves the right to close resident access to shared laundry rooms where persistent problems exist.
- Washer and Dryer tokens are available in Management Office.
- There are rules governing the laundry rooms.
- Residents must speak with the tenant organizer for their building in order to receive laundry privileges.

**Apartment Units with Washer and Dryer Hookups (Only):**
- If desired, residents may supply their own washer and dryer units.
- Only appropriate type washer and dryer units may be installed.
- Some apartments require side by side units and some require stackable units—if you are unsure ask the Management Office.
- All resident-owned washer and dryer units must be professionally installed.
• Plastic pans should be installed under all washer units. Damages due to overflow or other malfunction shall be the responsibility of the resident.

APARTMENTS WITH IN-UNIT STACKABLE LAUNDRY APPLIANCES

• These units are apartment size washer and dryer appliances—do not overfill as this may damage the appliance.
• Malfunctioning washer and/or dryer units should be reported to the Management Office so that a work order is filed and shall not constitute an emergency.

Residents may not hang wet laundry on fences or out of the windows. Residents are allowed to hang wet laundry from clotheslines in the back yards of the townhouses or on their back porches if the clothes do not block stairs or exit paths.

22. SMOKE DETECTORS

A smoke detector is located near the bedrooms of each apartment. The smoke detectors in your apartment are “hardwired”. While this means that they do not need a battery to operate, many units do contain a back up battery in case of electrical failure. You should test your smoke detector regularly. To do so hold in the test button for a few seconds and if the smoke detector is working, you will hear a beeping noise.

If there is a fire, or excessive smoke in the unit, the smoke detector will make a long continuous beep. If a smoke detector goes off while you are cooking, open a window or a door to let the smoke out. If a smoke detector is not working, report this to the Management Office as soon as possible.
NEVER DISCONNECT YOUR SMOKE DETECTOR AND NEVER REMOVE A BACKUP BATTERY (except to replace it).

REMEMBER, A DISCONNECTED SMOKE DETECTOR CAN NOT PERFORM ITS FUNCTION AND SAVE YOUR LIFE IF THERE IS A FIRE IN YOUR HOME OR BUILDING.

Removal of a smoke detector, or tampering with a smoke detector, is considered material non-compliance with the lease and is grounds for termination of your tenancy.

23. **Carbon Monoxide Detector**

Most units are resident heated and a furnace unit is located in your apartment. If this is the case, your apartment will be equipped with a carbon monoxide detector. Many units are now equipped with a combination smoke/carbon monoxide detector. If there is a leak in the ventilation system, the carbon monoxide detector will beep. If this should happen, turn off your heater, open a window for fresh air, call the fire department and they in turn will call the gas company. Then inform the Property Management Office as soon as People’s Gas determines the cause.

**Removal of or tampering with a carbon monoxide detector is considered material non-compliance with the lease and is grounds for termination of your tenancy.**

Some carbon monoxide detectors are battery powered and some are electrically powered and newer units contain combination smoke detector/carbon monoxide detector which are hard wired. You should test your carbon monoxide detector unit regularly by pressing and holding down the test button. Maintenance staff will periodically test units as well. Report all malfunctioning units as soon as possible to the Management Office.
24. **Antennas, Satellite, Cable TV and Internet Wiring**

Antennas, satellite, cable TV and internet wiring for the purpose of this section include:

- TV Antennas
- Cable TV Wiring
- Satellite Dishes
- Radio Antennas
- High Speed Internet Wiring

Most of the apartment units are wired for cable television. The hook ups are generally located in your living room and some of the properties have them in the master bedrooms. Residents may not add additional connections in the apartment.

Satellite dishes may or may not be installed in your apartment. There are restrictions on where the dishes can be installed and the size of the dish to be installed. Contact the Management Office for specific instructions that affect your building and to receive a flyer that details where and how satellite dishes may be installed. Holes cannot be drilled into the roof or the bricks of the buildings. It is recommended that the dishes be installed on a pole cemented into the ground. No wiring is allowed in the front of the building. Dishes that are installed improperly will be removed by our maintenance staff.

Residents should contact the Management Office before ordering high speed internet or cable services for specific instructions that affect your building.

All residents will be charged for damage caused to the building due to improper installation of cable wiring, internet wiring and/or satellite dishes.
25. **Carpet**

While some apartments are tiled or have hardwood or bamboo floors, most apartments have wall to wall carpeting. You are responsible for taking care of the floors and carpeting in your apartment. All carpeting should be vacuumed regularly and shampooed periodically. Spills should be wiped up immediately so that carpeting is not stained.

Do not use the iron on the floor or the carpeting even with a towel on top. The heat of the iron melts the carpet and iron marks do not come out of the carpeting. Residents will be billed for damage to carpeting. You may place area rugs or carpet over the tiled, wood or carpeted floors, however you may not tack or tape down or in any way install permanent carpeting.

26. **Painting**

All apartments will be painted at least every 3-4 years. The Management Office will contact you in advance when it is time to have your apartment painted. If you are not available at that time you must contact the Management Office in advance to arrange a different date in the same year that it was scheduled to be painted.

When the apartment is scheduled for painting, the Management Office will provide you with instruction regarding how to prepare for the painters. Usually the entire apartment can be painted in one day.

If you are not satisfied with the painting, contact the Management Office within 24 hours after your apartment is painted. You may not paint your apartment. If you do paint your apartment, you will be required to repaint at your own expense, or pay for repainting at the time of move out. If you...
paint bright colors on the walls and you vacate the premises without repainting, the cost to repaint the apartment will be deducted from your security deposit.

27. **Removal of Garbage**

We need your cooperation in keeping the public and common areas as clean as possible. A garbage dumpster is located in the parking area or along the alley by each building. All garbage must be placed in the dumpsters.

If you have furniture or cartons to dispose of that do not fit inside the garbage receptacles provided, please call the Management Office for instructions on disposal of garbage. **If you do place bulk items on the side of the dumpster and Bickerdike receives a citation for improper disposal of garbage, the responsible resident will be billed the cost of the ticket.**

**Do Not Throw Trash Out The Windows**  
**Do Not Throw Trash Over The Porch Railing**

Please do not allow small children to carry trash to the dumpsters because they cannot reach the dumpster opening and often trash is left on the ground, or is spilled. **If garbage is not placed in the dumpster and we receive a citation for improper disposal of garbage, the responsible resident will be billed the cost of the ticket.**

Management encourages residents to recycle all of their garbage that can be recycled. If you live in a town house, you may obtain additional city supplied trash cans from the City by calling 311. Please do not bring these dumpsters inside the fenced in yard because it will attract rodents to the buildings.
28. **Occupancy Standards**

The following occupancy standards have been established for Bickerdike Apartments units and are based on the HUD guidelines.

In general, the following will be considered:

- size of the unit,
- sizes of the bedrooms, and
- the number of bedrooms in the unit.

Additionally, the following shall also be considered:

- number of persons in the family,
- the age, sex and relationship of family members, and
- the family’s documented need for a larger unit as a reasonable accommodation.

Balancing the need to avoid overcrowding with the need to avoid underutilization of the space and unnecessary subsidy (in the case of project-based Section 8 units) shall be a primary consideration.

In general, a two-persons-per-bedroom standard is acceptable.

In general, occupants under 12 years of age of the same sex who are siblings are anticipated to be able to inhabit the same bedroom, at the two-persons-per-bedroom standard.

29. **Other Occupancy Rules**

**Adding an Occupant to an Occupied Unit**

Only persons listed on the lease are allowed to live in your apartment. If you wish to add an additional person to your unit they must go through the application and approval process and, if approved, be added to your lease. Unauthorized occupants are a violation of the lease and are cause for termination of your lease.
Residents who wish to add someone or remove someone should contact the Site Manager or Occupancy Specialist for the property they live in.

**Subletting**

Residents living in Section 8 apartments may not sublet their apartment. Management maintains a Section 8 waiting list and persons are interviewed from this list and approved for occupancy by the Bickerdike Tenant Selection Committee.

Residents living in non-Section 8 apartments in general may not sublet their apartment. In some cases, a sublet may be permitted, such as a current non head of household resident in the unit remaining in the unit, only with the permission of the Management Office. If the management agrees to sublet, the person wishing to take over the lease must complete the application process and must be approved by the Bickerdike Selection Committee.

**House Arrest**

No resident, household member, guest or other occupant under house arrest may reside in any Bickerdike unit at any time. Any resident, household member, guest or other occupant found living in any Bickerdike unit under house arrest will be a violation of this provision and shall be grounds for termination of the tenant lease.

**30. Unit Transfers**

All unit transfers shall be done in accordance with Bickerdike’s unit transfer policies and procedures.

**Transfers for over/under occupancy of a unit**

Households that are over or under occupying an apartment due to a change in family size may be required to transfer to an appropriate sized unit, in accordance with HUD guidelines. Residents who qualify for a transfer will receive a letter from
A security deposit is required for all new move-ins. All residents must pay the required security deposit plus one month's rent prior to move in. Non-Section 8 residents must pay a security deposit equal to one month's rent. The security deposit required for Section 8 residents is the greater of one month's total tenant payment (TTP) or $50.00. Whichever is greater will be collected from tenants participating in the Section 8 program.

All initial leases are for a period of 12 months. All non-Section 8 lease renewals are for 12 months. For Section 8 units, after the first year the leases are renewed on a month to month basis. Any resident who intends to move out must submit a 30-day written notice to the Management Office. Provided the tenant gives management the required 30-day notice of intent to vacate he/she is eligible for the refund of the security deposit if there are not damages to the unit.

A move-in inspection will be conducted with the resident at the time of move in. The resident and the leasing agent will sign the inspection form. The resident will receive a copy of the inspection and the original will be put in the resident file. A move-out inspection will be conducted with the resident at the time of move. The condition of the apartment is noted on the move out inspection form. Damage caused by the resident will be deducted from their security deposit. All residents that move-out will receive a statement of any charges and/or refund of their security deposit not later than 30 days after the resident moves out.

Each year residents will receive interest on their security deposit. The interest rate varies from year to year and is determined by the City Comptroller's Office, or other designated entity.

the Management Office informing the resident they have been placed on the in-house transfer list for the appropriate sized unit for their household. No resident shall be eligible for a unit transfer until after 2 completed years of occupancy, and shall have no past-due rent or amounts owing for damages or fees.

Once a unit becomes available, management will send the resident a letter that details the transfer process and it will also state the location of the apartment the resident will be transferring to. Transfers are conducted according to the availability of the required unit size and therefore may take up to 1 year or longer before an appropriate sized unit becomes available. The resident will be given a 30 days notice, prior to their actual transfer date. If a resident lives in a Section 8 apartment and they refuse to transfer to the appropriate sized unit, their subsidy will most likely be terminated by HUD and the resident will be required to pay market rent.

**SPECIAL NEEDS TRANSFERS**

Residents who have special needs that require a transfer to a different apartment or modifications to an apartment must provide written verification to the Management Office. Upon receipt of this notice from the resident, management requires the resident to sign a form that authorizes their doctor to release the required information to us. Once this information has been received in the Management Office, the resident will be put on the appropriate in-house transfer list or the required accommodations will be installed.

Residents who have special needs that require a transfer to another property will have to consent to a criminal background check and a sexual offender search in accordance with our tenant selection criteria.
31. **Security Deposits and Lease Term**

A security deposit is required for all new move-ins. All residents must pay the required security deposit plus one month’s rent prior to move in. Non-Section 8 residents must pay a security deposit equal to one month’s rent. The security deposit required for Section 8 residents is the greater of one month’s total tenant payment (TTP) or $50.00. Whichever is greater will be collected from tenants participating in the Section 8 program.

All initial leases are for a period of 12 months. All non-Section 8 lease renewals are for 12 months. For Section 8 units, after the first year the leases are renewed on a month to month basis. Any resident who intends to move out must submit a 30-day written notice to the Management Office. Provided the tenant gives management the required 30-day notice of intent to vacate he/she is eligible for the refund of the security deposit if there are not damages to the unit.

A move-in inspection will be conducted with the resident at the time of move in. The resident and the leasing agent will sign the inspection form. The resident will receive a copy of the inspection and the original will be put in the resident file.

A move-out inspection will be conducted with the resident at the time of move. The condition of the apartment is noted on the move out inspection form. Damage caused by the resident will be deducted from their security deposit. All residents that move-out will receive a statement of any charges and/or refund of their security deposit not later than 30 days after the resident moves out.

Each year residents will receive interest on their security deposit. The interest rate varies from year to year and is determined by the City Comptroller’s Office, or other designated entity.
32. **Annual Recertification**

A recertification of residents’ information, including income, will be conducted annually prior to the anniversary date of the resident’s original move-in date. An inspection of the unit is also conducted on or around the anniversary date.

All household members 18 years of age and older must complete the recertification process.

33. **Income and Other Special Issues for Tenants in Project-Based Section 8 Apartments**

Residents living in project based Section 8 buildings receive rental assistance from the Department Of Housing and Urban Development (HUD) and must comply with the following HUD regulations:

Any and all income changes of any person in the household must be reported to the Management Office. Changes in household income, including both increases and decreases to income, should be reported immediately. If the household income increases by $200.00 or more, the resident should contact the Occupancy Specialist in the Management Office for instructions on what to do next. If the household income decreases the resident should contact the Occupancy Specialist for instructions on how to proceed.

Failure to report income may be grounds for termination of tenancy. Residents who fail to report income will be required to reimburse HUD for the overpayment of the subsidy amount HUD paid on their behalf.

Household members who do not receive any income must sign a 0 income certification form.
34. **Guests**

You are responsible for the behavior of your guests at all times when they are in your apartment or on the building grounds.

House guests will not be permitted to remain in the dwelling unit more than 2 weeks without written permission from the Management Office.

Guests may not stay with you for additional periods by leaving for a few days and then coming back nor can a resident have a succession of different guests staying overnight on a frequent and continuous basis.

Residents should advise their guests and friends of the building rules and will be responsible for ensuring they observe them.

Violations of rules by guests may be considered material non-compliance of the lease and may be grounds for termination of your tenancy. Damage to the building or your apartment by your guests will be the responsibility of the head of the household. This includes hallways, the exterior of the building, porches and lawns.

Management may evict a resident for failure to pay for damage caused by their guests or for repeated violations of the rules.

Management has the right to bar individuals from the premises. Rule violations by your guest(s) may result in their being barred from the property and/or arrested for criminal trespass. Individuals barred from the property will be notified of such in writing and a copy of this notice will be sent to the resident.

If the resident allows a barred guest in the building or on the property, they will be in violation of their lease and the house rules which may constitute cause for termination of tenancy.
35. **Noise, Disturbances, Loitering & Consideration of Neighbors**

Residents will not make or permit any loud noises or odors that are objectionable to other residents or neighbors in the community. Residents should take special care not to disturb their neighbors after 10:00 p.m. during weeknights and Sundays, and after midnight on Fridays and Saturdays.

Do not place speakers from radios or stereo systems in the window of the apartments at any time.

The apartment is your private residence for you and your household members. Residents will not keep boarders, carry on trade or conduct a business or school out of their apartment.

Residents will not make or permit any use of the apartment for any purpose which directly or indirectly, is forbidden by law or which is dangerous to life, limb or property or which will tend to injure the reputation of the premises. This includes but is not limited to the sale of illegal drugs, use of illegal drugs and narcotics, prostitution, gambling, illegal use and storage of weapons and firearms, gang activity etc.

Residents will not allow their household members or their guests to climb on building structures, trees or fences. Residents and their guests will not be permitted to draw graffiti, deface property, damage lawns or landscaping, hallways etc. Parents will discourage children play in other fenced yards, or the doorsteps of neighbors unless they have permission.

Gang activity and gang affiliations are not allowed and will not be tolerated. Residents will be evicted if their household members or their guests are involved in gang activity, illegal activity or activity of any kind that threatens or injures other residents of the property or the community.
Loitering is not allowed in the lobbies, the hallway, the stairwells, porches, courtyards, laundry rooms or any other common areas of the property. No smoking of any kind is allowed in the lobbies, hallways or stairwells of the property.

Household members under the age of 12 years must be supervised by an adult or guardian at all times while on the property.

**Can’t get along with your neighbor?**

Management encourages residents to try and resolve issues with their neighbors before calling the office. We recommend that you try the following:

- ✓ Calmly speak with your neighbor about your concerns.
- ✓ If the conversation does not resolve the problem contact the Tenant Organizer for your site.
- ✓ If the problem cannot be resolved in conjunction with the organizer, call the Management Office and speak with the Site Manager for your site.
- ✓ If you feel threatened you should call 911 and file a police report. If you do choose to take this action you should request a copy of the written report from the police department and submit it to the Management Office.

36. **Alcoholic Beverages**

No alcoholic beverages may be consumed in any common areas. If residents or their guests have been drinking inside the resident’s apartment, they may not engage in loud or boisterous behavior in the common areas or in any public area of the building.
37. **Storage Lockers**

Residents who have storage lockers must abide by the rules regarding storage lockers and may not store anything outside their lockers. Items left outside of the storage lockers may be removed by management at any time without warning. Management is not responsible for any loss. Residents may not occupy more than one storage locker at a time.

If available, residents can contact the tenant organizer for their building in order to receive storage privileges. For more information about obtaining a storage locker, see Section 53. *Residents Council Rules.*

38. **Alterations and Improvements**

Alterations, improvements or changes in your apartment require prior written permission from the Management Office. Upon moving out, the resident will be required to restore the apartment back to its original condition at the resident’s own expense. Wall coverings and wallpaper are not allowed. Residents who wish to install ceiling fans, after obtaining permission from the Management Office, will be required to have the installation completed by a licensed electrician.

39. **Hanging Pictures**

Residents should be cautioned that hanging pictures and wall units can damage walls. Picture hangers are desirable for lighter pictures. Mirror tiles are not allowed. Residents are responsible for any damage caused by hanging pictures and will be required to repair any holes or damages created by nails or other picture hanging methods.
40. **Disposal of Grease**

Grease may not be poured into sinks or toilets, as this will clog the plumbing lines. All grease should be disposed of by pouring it in a metal can or glass bottle and placing it in the trash.

41. **Pets**

Pets such as dogs or cats are not allowed. Residents may have small pets such as birds, gerbils, hamsters or fish, which are permitted only if they are kept in a cage and properly cared for. Residents will be charged for any damages their pets do to the apartment or the grounds.

The care of pets is not allowed in any of the units.

42. **Special Needs Pets**

Residents with special needs that require an animal to assist them must provide the office with written verification of this need from a physician. The resident must provide such written verification to the Management Office of the need and must sign a form in the Management Office that authorizes their doctor to release such information to us. Once we have received verification from the resident’s doctor, we will contact the head of household.

Management reserves the right to prohibit animals which may threaten the safety of other residents and neighbors. Residents will be required to provide evidence of any required vaccinations and licenses upon arrival of the new pet and annually thereafter. Residents with special needs animals are required to clean up after their pet daily. And, residents with special needs animals will be charged for any clean up required and/or damages their pets do to the
apartment or the grounds. Any special needs pet who goes outdoors is required to be leashed when on the on the building premises.

43. **Pest Extermination**

No less than annually, the Management Office will schedule an entire building to be treated by a professional exterminator. Residents will receive written notification and instruction from the Management Office in advance.

Residents must allow the exterminator to service their apartment. If you cannot have someone at home to let the exterminator into your apartment, you must call the office in advance to reschedule. If you are not home and you fail to call in advance, you will be fined the actual cost of bringing the exterminator back, and you will need to make arrangements with the Management Office to have the exterminator come back on a different day. Failure to cooperate constitutes material non-compliance with your lease.

If a resident feels that the exterminator is not being effective, they should call the office and speak with the Site Manager. Residents may not attempt their own treatment. Other methods of treatment such as bombs may make the problem worse by expanding the problem into another apartment(s).

Tenants who are experiencing problems that require additional extermination should call the Management Office at 773-227-6332. Glue traps and pellet packs may be picked up at the office. If you notice an especially bad rodent problem in your neighborhood, we recommend that you call the City at 311 and/or your local Alderman’s office to report the problem and request alley rodent baiting.
44. **Insurance**

Bickerdike is not responsible for the loss, damage or theft of your personal items. We strongly recommend that you purchase a renter’s insurance policy which will potentially cover unexpected situations and help you recoup some of your losses. Renters insurance can often be obtained at a reasonable cost.

45. **Access To The Unit**

In general, property management will not enter an apartment without first contacting the resident. Residents will receive no less than 48 hours notice of an upcoming inspection. See Section 8. *Annual and Government/Funder Inspections*.

In the case of emergencies, property management will enter the apartment if the resident is not home. See Section 7. *Emergencies*. Residents who install home alarm systems should contact the Management Office and inform them of the alarm code. Management shall not be responsible for false alarm fines if the resident has not informed us of the code.

46. **Fire Prevention**

Most fires are preventable and often a result of carelessness. These are some fire prevention practices we urge all residents to observe:

- ✓ Be careful with your cigarettes. Keep ashtrays around and use them if you smoke.
- ✓ Never discard a burning cigarette on the ground or in the wastebasket.
- ✓ Never leave young children home alone in the apartment. Household members under the age of twelve should always be supervised by an adult.
Never leave your apartment when food is cooking on the range or in the oven, even if you are just leaving for a minute.

Never leave burning candles unattended.

No type of flammable material, such as gasoline or lighter fluid, should ever be stored in the apartment.

Never barbecue on the porches.

Never plug an extension chord into a common area electrical outlet, or use common area electrical outlets for personal purposes.

A fire caused by neglect or disregard of safe practice will result in the resident being charged for the cost of the damage, or the cost of the deductible from the insurance company, whichever is less. Residents who receive a 10-day termination notice must vacate the apartment within 10 days unless the breach of lease is remedied within that period of time, and provided the breach can be remedied, or legal action may be taken.

47. Burglar Bars

Burglar bars are not allowed on apartment doors or windows. This is considered a safety hazard because in the case of an emergency you may not be able to exit your apartment.

48. Violations and Evictions

The Manager will investigate any report of a violation of the house rules and/or the lease. If he/she feels that the report is legitimate, he/she may send a written warning notice to the tenant. If the behavior or problem continues the Manager will send a letter requesting the family meet with a member from management. If the behavior or problem continues
after the family has met with management to try and resolve the issues, the resident may receive a 10-day notice of termination.

In some cases the Tenant Selection Committee may decide to take action to terminate a resident’s lease. Residents who receive a 10-day notice of termination must vacate the apartment within 10 days or legal action may be taken.

If the violation is criminal in nature or is material non-compliance with the lease, your tenancy may be terminated without a prior warning.

49. **Appeals Committee**

Residents who disagree with a decision of the Tenant Selection Committee or the decision of management may file a request for an appeal.

To file an appeal, the resident must contact the Bickerdike Redevelopment Corporation Office at 773-278-5669 and formally request an appeal. Residents must file an appeal within 10 days from the receipt of his or her termination of tenancy notice. If the resident does not request an appeal within 10 days, they lose their right to file an appeal.

Residents that receive a 10-day notice of termination must vacate the apartment within 10 days unless the breach of lease is remedied within that period of time, provided the breach can be remedied, or legal action may be taken. Residents that receive a 5-day notice for non-payment of rent and residents that receive notice that their lease will not be renewed can also request an appeal. Termination of tenancy cases already in court are not eligible to request an appeal. The resident will be scheduled to meet with the Bickerdike Appeals Committee to present their reasons for disagreeing with the termination notice. The appeals committee consists of residents and members of the community.
If it is necessary to take legal action to evict a tenant, and a judgment from the court rules against the resident, and should management decide, in its sole discretion, to reinstate the tenancy and dismiss the court case the resident will be required to pay the total amount of rent owed plus all court costs.

50. **SPECIAL RULES THAT APPLY TO TOWNHOUSE RESIDENTS**

A. **GARDENS AND YARDS**

The properties are designed with open space for yards and gardens. We encourage you to plant flowers, shrubs and gardens, however, you must first get permission from the Management Office.

Gardens should be planted alongside the building. They should not extend out more than 18 inches from the buildings. Residents may not plant gardens in other parts of the yard such as along the fence or in the middle of the yard. You may be able to purchase flowers and items for your garden in conjunction with our tenant organizing Garden Committee efforts.

Residents who live in townhouses are responsible for the cleanliness and general condition of their lawns and yards. This includes watering the yard and parkway regularly and picking up paper and garbage. Tenants may use small portable swimming pools. However, they may not be left up overnight as this will kill the grass. All debris and personal belongings must be removed from the lawn before the landscape crew comes to cut the grass. Residents will be billed for the cost of replacing their lawns if they fail to take care of them. Grass seed is available in the Management Office during the spring months.
B. **Grease Traps**

Townhouses built before 1990 have grease traps underneath the kitchen sinks. The traps catch food items washed down the sink. These traps should be cleaned monthly. The resident is responsible for cleaning the grease trap. Elderly, handicapped persons and individuals with certain health conditions who live alone can call the office and put in a work order to have their grease traps cleaned.

C. **Snow Removal**

Unless the resident has a physical disability that prevents them from doing strenuous work, they will be required to keep their own front steps and sidewalk free from snow in the winter. The Management Office will provide residents with salt or sand for the ice. Management personnel will clear the main sidewalks. Residents with a physical disability that prevents them from such work must contact the office.

D. **Yard Sales/Outdoor Gatherings**

Residents who wish to have outdoor yard sales must obtain written permission in writing from the office prior to holding the sale. The City may also require you to obtain an appropriate license. Residents who wish to have any outdoor activity on the property that involves a large group of people must obtain written permission in writing from the Management Office prior to holding the function. The City may also require you to obtain a permit if a large group of people will be involved. Residents are required to thoroughly clean up after any outdoor activities.
51. **Special Rules That Apply To Residents Who Live In Multifamily Apartments**

If you live in an apartment building, the following rules apply to you:

A. **Porches/Stairs/Lobbies/Halls**

You may not store anything on the rear porches, on the front or rear stairs, in the lobbies or in the halls. This includes strollers, bikes, furniture, clothing, etc.

You may not leave trash bags or garbage cans on the porches or stairs as this will attract rodents. You may not throw garbage over the porch railings or out of the windows.

Bikes should be carried up the rear stairs only.

Barbeque grills and grilling are not allowed on any porches. This is a serious fire safety hazard. All barbeque grills found on porches shall be removed and disposed of by management.

B. **Balconies**

You may not store anything on balconies, including but not limited to such items as strollers, bikes, and furniture.

No items may be hung from balcony railings, which may include but not be limited to flags and clothing.

No trash containers may be left on balconies at any time to avoid attracting rodents. In addition, no trash may be thrown over balcony railings at any time.
C. MOVING IN, MOVING OUT AND DELIVERIES

New residents should move all items in through the rear entrances. Some of the rear entrances are locked and in these cases you should contact the office so we can unlock the gates. Furniture deliveries should also be taken through the back entrances.

D. MAILBOXES

Only those names on your lease and or your tenant eligibility certification may appear on your mailbox. To provide uniform appearance, management will provide name labels for your mailbox. Names on the mailboxes that are not on your lease or your tenant eligibility certification form will be removed.

52. BICKERDIKE RESIDENTS COUNCIL

Bickerdike’s housing is clustered into a variety of site clusters, which each contain approximately 40 to 90 units. Each housing site holds meetings generally twice a year. Each site either appoints or elects representatives and an alternate to serve as site representatives on the Residents Council. In the event a site has no representative, any resident at the site may contact the Residents Council through one of the Tenant Organizers to express their interest in representing their site.

The Residents Council is a resident body which serves as a main decision-making and planning body of, and on behalf of, Bickerdike residents. Residents Council representatives are elected or appointed by other residents from each of Bickerdike’s site clusters and oversee programming, address tenant concerns, and monitor the work of subcommittees.
While the Residents Council has an elected/appointed membership, its subcommittees are open to any Bickerdike resident who wishes to participate. These subcommittees include the Garden Committee, Newsletter Committee, Welcoming Committee, and Fundraising/Special Events Committees, as well as the Bickerdike Youth Council (BYC). Any resident who wishes to learn more about the Residents Council or any of its subcommittees or wants to get involved may do so by contacting a Tenant Organizer at the Bickerdike Redevelopment Corporation office at (773) 278-5669.

53. **Residents Council Rules**

Matters such as parking stickers for all Bickerdike Apartments for the residents living in buildings with parking lots, laundry rooms for residents in apartment buildings, and storage lockers are privileges that residents may obtain. Residents are not guaranteed these privileges.

The Residents Council oversees these items and develops the policies. The Property Management Office administers these policies.

Specific rules vary from cluster to cluster but most resident privileges require some amount of resident participation in site meetings to obtain a parking permit, a key to a laundry room or a storage locker. Furthermore, the Residents Council has the authority to revoke a resident’s access to these privileges if they feel the rules are not being followed.

For more information about a parking permit, a storage locker or laundry room privileges, contact a Tenant Organizer at the Bickerdike Redevelopment Corporation office at 773-278-5669.
I ______________________________ have received a copy of the Bickerdike Apartments Resident Handbook of House Rules.

____________________________________________
Head of Household Signature

____________________________________________
Date

____________________________________________
Witness/ Property Management Staff Signature

____________________________________________
Date