



Guam Housing and Urban Renewal Authority Renaissance Affordable Rental Program



House Rules

1. Your Management Team

The Guam Housing and Urban Renewal Authority (GHURA) own and manage your home. It is our responsibility to manage and maintain your home and property according to federal, state and local government regulations. Under these regulations, we are responsible for tenant selection, regular reporting and the execution of sound management and maintenance policies. The management office is located on the 3rd Floor, Suite 306, GCIC Building at 414 West Soledad Avenue, Hagatna, Guam 96910.

2. Office Hours & Personnel

Office hours at GHURA's GCIC location are 8:00am to 5:00pm, Monday through Friday. You may reach your rental housing personnel at the following numbers:

JoLyn Terlaje
475-1319
Email: jterlaje@ghura.org

Grace Gagaring
475-1316
Email: mgagaring@ghura.org

AFTER HOURS

EMERGENCY MAINTENANCE : To be provided

We request that you be considerate of staff who must answer your emergency calls after hours. Please do not call after hours unless there is an emergency. Listed below are items we consider an emergency:

- a) Fire: Fire department # 911;
- b) Flood: Natural flood, broken water pipe (interior or exterior), flooded home;
- c) Criminal activity: Police department # 911;
- d) Other events that may jeopardize the health or well being of you or your family.

When reporting the emergency please give your name, address, phone number and a description of the emergency.

3. Maintenance

Normal work order requests will be made during the business day from 8:00am to 5:00pm, Monday through Friday, closed on weekends and holidays. We ask that all work

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order requests be made directly to the management office so that work may be scheduled as soon as possible. By placing a work order request, it authorizes GHURA to enter your home during normal business hours. Please understand that we cannot make appointments.

A preventative maintenance program is assigned to your home. In order to perform this maintenance, we must enter your home as the tasks are scheduled. A notice will be provided informing of schedules and detailing the work to be performed.

You will be billed for repairs resulting from your negligence, deliberate destruction or items damaged beyond normal wear and tear. Any defective and/or inoperative conditions that may develop in the home are NOT considered justification for refusal of rental payments.

4. Payment of Rent

Rent is due on the 1st of the month. If rent is not paid by the 10th of the month, legal action will be initiated as stated in the Lease Agreement. Any delinquent notice which is required by law or deemed appropriate by management will be delivered according to state and local law. All payments must be submitted to GHURA's GCIC office on the 3rd floor. Personal checks, Cashier's checks, and money order are accepted. Checks must be made payable to **Guam Housing and Urban Renewal Authority**. Cash will not be accepted. No partial payments will be accepted.

A check returned by the bank will be treated as a delinquency; you are responsible for late fees until the check is paid. A service charge for returned checks will be assessed. After one (1) returned check you will be required to pay by Cashier's check or money order thereafter.

5. Security Deposit

All applicants entering into a lease with GHURA shall be required to pay a security deposit equal to one (1) month's rent. All tenants must pay the full amount of the security deposit upon execution of the lease agreement. Upon termination of the lease, the Authority may apply deposit held to for payment of accrued rent and/or any damages to the unit as a result of the tenant's non-compliance with the rental agreement.

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6. Tenant Complaint / Grievance Procedures

If you have a problem with a GHURA employee or if you have a general complaint concerning your home or management of your home, please put your complaint in writing and deliver it to the person listed below for action, keep a copy of the complaint for yourself.

Katherine Taitano, Chief Planner
414 West Soledad Avenue
GCIC Bldg. Suite 306, 3rd Floor
Hagatna, Guam 96910

7. Tenant Insurance

Tenants are responsible for insuring their personal property for loss and damage. The Owner's coverage specifically **excludes** damage to your personal belongings. A detailed list of valuables with description, serial number, and any other information should be kept separate from other valuable papers. We strongly recommend that you obtain renters insurance to protect your belongings and provide liability coverage.

All personal property placed in the residence shall be at the risk of the tenant or owner of such personal property. GHURA is not responsible for articles with any employee or contractor.

8. Tenant Safety

The safety of our tenants and their property is always a concern for GHURA. If any suspicious persons or activities are noticed around your home or community promptly notify management and report it to the police. Tenants should always lock windows and doors to ensure that "uninvited" persons cannot gain access.

Management **MUST** have your home and work telephone numbers in case of emergency. This information will help us contact you as quickly as possible should the need occur. Please report any changes or corrections in these telephone numbers promptly. Tenant telephone numbers are confidential and policy prohibits employees from disclosing that information to other people.

Firearms of any kind will **NOT** be permitted; this includes BB guns, air rifles, etc.

9. Keys and Locks

A key to your home will be supplied to the head of household at move-in. All keys are to be returned to management upon vacating your home. Tenants are **NOT** permitted to alter locks, install new locks, knockers or other attachments to any door without prior written consent from management.

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Make sure all members of your household have a key and keep the key with them always. No one will be permitted to borrow a key. We are not permitted to give a key to anyone. A fee of \$50.00 will be assessed if management is called to unlock a door. A fee of \$100.00 will be assessed for any tenant requesting to change locks.

10. Occupancy

Only the persons listed on the Lease Agreement are considered members of the household and are allowed to live in your home. All changes in household composition must be reported to management immediately.

A visit is considered to be no longer than fourteen (14) days in duration. Any visits with an anticipated duration of more than fourteen (14) days must have prior written consent of management. An absence from your home in excess of thirty (30) days without advance written notice to management could constitute abandonment and legal action may be initiated.

11. Tenant Liability

Head of household shall be responsible for the conduct and actions of household members and guests and will be liable for their actions.

12. Pet Policy

In most cases, pets are not allowed. However, if a pet is allowed, a Pet Agreement as a Lease Addendum must be executed between tenant and management. Any mammal, reptile or fish is considered a pet. A pet deposit of \$250.00 will be required.

13. Appearance

Please help us ensure that the appearance of your home reflects only the best. It is your responsibility to keep your yard, front and back, neat and tidy. Grass should be cut regularly and fence lines should be maintained. We are proud of our neighborhoods and community and encourage this pride in our tenants. Clutter is unsightly on your yard and driveway or in windows. No yard sales are permitted without prior written approval from management.

14. Air Conditioning Units

Window and split air conditioning units are allowed upon approval by management. Tenant must first submit a written request. Window-type units are allowed in 2-window rooms only. Installation and removal of such units are at the tenant's expense if approved. Tenant must repair all areas to original condition upon removal of any air conditioning units.

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15. Vehicles

All vehicles must be listed on the initial application. Any changes to the vehicle listing must be updated by the tenant. Mechanical work or storage of inoperable vehicles is not permitted.

16. Care of Your Home

Management requires tenants to maintain a safe, sanitary, damage-free home. Your home has been cleaned and maintenance has been performed prior to your occupancy. Management will perform a move-in inspection with the resident to ensure the home is in proper condition. Upon a satisfactory inspection, an inspection form will be signed by both parties, signifying that the condition is acceptable. Your home will have also passed the required Housing Quality Standard (HQS) inspection prior to occupancy.

When decorating, do not use small and/or large nails or make excessive holes in the walls. Mirror tile, contact paper, wall paper, etc. with adhesive backing are not permitted to be applied to walls, ceilings, floor surfaces or cabinets. Interior painting can only be done by management. Do not make any alterations in the house without prior written consent from management.

Keep walls and woodwork free from dirty hand prints, ink, crayons, stickers and holes. Tile and baseboards are to be kept clean at all times. Clean vinyl tile thoroughly before waxing. Keep floors free from clutter, toys, clothes, etc.

The lavatory, vanity, tub, tile and surrounds, commode and fixtures are to be kept free from mildew, black rings, dirt, soap and grease buildup. Keep shower curtains closed and inside the tub while the shower is in use. Do not allow excess water on the floor. Report any water leaks, running or hard-to-flush commodes to management immediately.

Windows, window glass, screens and locks are to be kept clean and free from damage. Tenant may install their own standard curtain rods. Foil, signs, wires, aerials, stickers, etc. are not permitted. No articles of any description shall be hung from the windows or door or placed on the window sills.

Substances that may leave stains should be wiped up promptly from counter tops. Hot pads should be used to protect the surface from burns. Do not use a sharp knife to cut items directly on your counter tops. Uncovered food or dirty dishes are not to be left on counter tops. Do not abuse drawers or cabinets.

Clean burned food and grease from under burners, oven and range top. All burners and oven are to be in operating order at all times; if not, notify management. Keep the range

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hood and range hood filter clean and free from grease. Clean the floor under the range at least once every six (6) months. When requested, maintenance will assist in moving the range.

Keep refrigerator interiors and exteriors clean. The interior should be free from spoiled food and odors. Do not use sharp objects when defrosting. Clean the rubber door gasket weekly with mild soap and water. Clean the floor under the refrigerator at least once every six (6) months. When requested, maintenance will assist in moving the refrigerator.

Wipe sinks and fixtures each time they are used. Do not pour grease down the drain. Food and dirty dishes are not to be left in the sink as this constitutes a possible health hazard and pest problem.

Remove trash from your home when the container is full. Do not leave discarded food in the trash to cause odors and attract pests. Remove trash regularly and put directly in your trash can or container for pick up.

Water beds or any type of water-filled furniture are permitted only with prior written consent of management. Tenant must provide proof of water damage insurance annually.

All light bulbs are furnished when you move-in. Replacements and installation will be the tenant's responsibility.

17. Pest Control

Management provides pest control services. Notification for this service will be delivered to you prior to service.

18. Utilities

Tenant agrees to pay for power, sewer, water, trash, telephone, internet and cable television and establish individual accounts with the applicable utility company whenever possible.

Power, water, and trash collection utility service must not be interrupted at any time during your tenancy. These utility cut off from a tenant's home is a hazardous act and will result in termination of your lease agreement.

19. Energy Conservation

Conserving energy saves dollars for you and your family. By observing the following energy saving guidelines you can get the most out of your utility budget:

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- a) turn off lights and appliances when not in use;
- b) use low-wattage light bulbs;
- c) keep windows and door closed when air conditioning units are in use;
- d) close drapes or blinds to keep out sun or cold;
- e) defrost the refrigerator as needed; keep the door closed as much as possible;
- f) do not install additional appliances such as freezers, extra refrigerators, etc.
- g) report broken or cracked window glass, water leaks and running toilets as they occur;
- h) use cold water when possible for washing clothes;
- i) vacuuming and dusting on a daily basis will lower your electricity bill.

20. Fire Protection

Smoke detectors are provided for safety and protection. Tenants are responsible for notifying management when a smoke detector is inoperable. If reported, management will replace the smoke detector. If management discovers unreported damage to smoke detectors, a charge may be assessed against the tenant for replacement. Do not remove or tamper with fire protection equipment.

Absolutely DO NOT:

- a) leave any cooking unattended, or allow grease to accumulate in cooking areas;
- b) smoke carelessly; be sure all smoking materials are completely extinguished and ashes are disposed of properly;
- c) allow matches or lighters to be played with;
- d) leave burning decorative candles unattended;
- e) leave an iron on or unattended;
- f) overload wall plugs or extension cords;
- g) use barbecue grills, unless they are at least twenty (20) feet away from the house;
- h) store or use fireworks;

Fire or fire-related damage to the house caused by a tenant, the tenant's family, or guests is cause for immediate action up to and including lease termination. The tenant will be responsible for all repairs to the property.

21. Home Inspections

Management will periodically perform home inspections to identify needed maintenance, safety or fire hazards and poor housekeeping.

Maintenance, safety or fire hazard items will be corrected as soon as possible by the maintenance staff. Tenant damage will be corrected and billed to the tenant in accordance with the replacement and repair cost list provided at move-in.

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When unsanitary and/or unsafe conditions affecting the health and safety of the tenant and their neighbors are discovered, an infraction notice will be issued to the tenant, and a re-inspection date will be established. If the unsanitary and/or unsafe condition is *not* corrected, appropriate action will be taken, up to and including termination of the lease.

22. Assignment/Subletting

Tenant shall not sublet all or any part of the premises, or assign or transfer this agreement.

23. Vacating Your Home

Before vacating please be aware of the following to assure the return of your security deposit:

- a) you must fulfill all the terms and conditions of your lease agreement and all charges must be paid in full;
- b) you must provide management with a written thirty (30) day notice of intent to vacate. Rent must be paid through the thirty (30) days;
- c) the house must be left clean, unaltered and free from damages beyond normal wear and tear;
- d) you are not considered officially vacated until all keys are returned to the management office. You will be charged rent for each day you keep the keys in your possession as if the home were still occupied.

24. Changes to House Rules

All tenants are expected to follow these House Rules as well as any additional published rules that management may deem necessary to ensure the safety and well-being of our tenants. The House Rules may be changed from time to time with prior notice provided to tenants. Violations or breach of any House Rule shall constitute a breach of the Lease Agreement. An infraction notice will be served upon each violation of this agreement. Infraction(s) may be cause for termination of the Lease Agreement.

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These House Rules are incorporated into the Lease executed or renewed this day between Guam Housing and Urban Renewal Authority and the tenant.

Tenant(s):

1. _____ Date: _____

2. _____ Date: _____

3. _____ Date: _____

Guam Housing and Urban Renewal Authority:

By: _____ Date: _____

Address of unit: _____