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HOUSING AUTHORITY OF THE CITY OF LOS ANGELES
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RESIDENT HANDBOOK

Housing Authority of the City of Los Angeles
2600 Wilshire Boulevard
Los Angeles, California 90057

September 2018
The Housing Authority of the City of Los Angeles, hereafter known as HACLA, welcomes you as a resident. This handbook is designed to provide you with information to improve your stay in your new home. Your cooperation will contribute to the protection of the rights and privacy of all and will enhance the quality of life in your community. Please keep this book handy and refer to it when necessary. If you have any questions, feel free to contact your management office.

GENERAL OFFICE HOURS
Monday through Friday
8:30 A.M. to 4:00 P.M.
(Closed weekends and all legal holidays)

All HACLA staff are trained to meet your housing needs, and will wear photo identification badges so they can be easily identified.

We hope you will enjoy living in your HACLA apartment and the community in which it is located.

Your development name is: ________________________________
Your unit number is: _______Your building number is: _____________
Your management office phone number is: _________________________

FREQUENTLY USED TELEPHONE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Work Order Center</td>
<td>(800) 974-2292</td>
</tr>
<tr>
<td>DWP</td>
<td>(800) 342-5397</td>
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<td>Gas Company</td>
<td>(800) 427-2200</td>
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<td>Spanish</td>
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EMERGENCY CALLS ONLY

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NON-EMERGENCY NUMBERS

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<tr>
<td>Housing Services Administration</td>
<td>(213) 252-1820</td>
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<tr>
<td>Conventional Application Center</td>
<td>(213) 252-1020</td>
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<tr>
<td>Work Source Center</td>
<td>(323) 249-2910</td>
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<td>Community Center</td>
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TTY LINES

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<td>(213) 252-2536</td>
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<tr>
<td>Work Order Center</td>
<td>(213) 252-2579</td>
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<tr>
<td>Housing Services Administration</td>
<td>(213) 252-5309</td>
</tr>
<tr>
<td>DWP</td>
<td>(800) 432-7397</td>
</tr>
</tbody>
</table>

ONLINE RESIDENT PORTAL

For non-emergency work orders, rent payments, and other conveniences.
Website: www.hacla.org
When you move into your apartment, it should be clean and ready for you. You will inspect your apartment with a management representative prior to moving in. During your move-in inspection please check the following to ensure they are in working order: *Doors, door knobs, locks, lights, plumbing, stove, and refrigerator.* Examine the walls for any damage; note any mold, chipping paint, or cracks. If there is a problem, make sure it is noted on the inspection report. After the inspection, the apartment is yours to enjoy and maintain in good condition. It is also your responsibility to ensure that your front and back yard are watered (per HACLA guidelines and in accordance with DWP water conservation ordinances) and kept in clean condition. 

You will be responsible for the cost to repair any damage to your apartment or HACLA supplied appliances made by you or any of your guests.

**DECORATING YOUR APARTMENT**

We encourage your creativity when decorating your apartment. However, keep these rules in mind when you are decorating:

1. **Do not block** doorways, bedroom windows, wall heaters, access to hot water heaters or electrical panels with furniture or appliances.
2. Wallpaper or paneling is not permitted.
3. Be careful not to damage the walls when hanging pictures or paintings.
4. Rugs are allowed but they may *not* be nailed or glued to the floors.
5. All alterations to the apartment such as different colors of paint must be approved in writing by the Manager.

If you have any questions, feel free to contact the management office.

**RENT**

Your rent is due in full on the **first day of each month**. **There is a $20 late fee for rent payments received by the bank after the 10th of the month.** Do not view this as a grace period, paying rent late can jeopardize your tenancy.

You will receive a rent statement and a payment envelope for the next month’s rent usually by the 25th day of the current month. Your payment should be in the form of a cashier’s check, money order, or personal check; cash is not accepted. Make your cashier’s check, money order, or personal check payable to the “Housing Authority of the City of Los Angeles” or “HACLA.” Rent paid by this method must be mailed in the envelope provided.

**Other Rent Payment Options**

HACLA offers options for how residents can pay rent. In addition to mailing in rent payment, residents with bank accounts (checking or savings) can sign up to have their rent automatically withdrawn on the 5th of each month (*ACH* payments).

If you do not have a bank account, you can sign up for the **WIPs** program. The WIPs™ program enables residents to make payments to HACLA in cash at many participating locations, many of the same places where you would normally purchase money orders. Any payments made via WIPs will be posted to your account the same day it is made. With this option, there is no need to purchase money orders, stamps, or risk your payment getting lost in the mail.

**Ask your management office for more information on how to enroll in either the ACH or WIPs rent payment programs.**

If you have any questions regarding your rent, please contact your management office during business hours.

HACLA will notify residents as other options for rent payment methods become available.

The following page shows a rent statement.
Be sure to mail the section that is labeled “mail this part” so that the bank is able to credit your account properly.

The bank uses a scanner and if the correct section is not sent with the payment, it will be returned to the management office for manual processing. This delay may cause you to incur late fees.

It is advisable that you maintain a copy or record of all payments made.

You are required to adhere to the conditions of the Rental Agreement including Exhibits A and B regarding residential rules and housekeeping standards, these include but are not limited to:

- Paying amount due for rent and other charges as billed by the due date.
- Keeping your unit and outside area clean, well maintained and free from hazards.
- You are not permitted to sublease or transfer possession of your apartment.
- You are not permitted to use your apartment for any purpose other than as a residential dwelling without prior approval by the management office.
- Boarders or lodgers are not permitted.
- No parking on grass or other areas not intended for parking.
- Adherence to the requirements of your annual reviews (see page 8).

Be a Good Neighbor

- The volume of radios, televisions, and stereos are to be kept at a level that is not reasonably objectionable to your neighbors so they can rest and relax in their apartments. Please remember that your neighbors want to enjoy their apartments just like you do.
- No music, outdoor parties, or noise allowed between the hours of 10 p.m. and 7 a.m.

If you have questions regarding the terms of your occupancy, please refer to your Rental Agreement or to your management office.
HACLA administers a resident parking permit program to efficiently utilize the limited number of resident parking spaces in your community. HACLA will issue one parking permit per household if the vehicle is certified as eligible.

**RULES:**

- You may park in HACLA parking lots only if you display a valid parking permit. Unauthorized vehicles will be cited and/or towed by the Los Angeles Police Department (LAPD) or the Department of Transportation (DOT) at the owner’s expense.

- Vehicles must be parked only in designated parking areas. No parking is allowed on the grass, sidewalk, driveway, or other non-designated or non-paved areas. If you are cited you risk your car being towed.

- You shall not keep inoperative cars, trucks, or motorcycles at the development. Inoperative vehicles with or without a permit shall not be left in an abandoned condition such as flat tires, debris surrounding or beneath the vehicle, broken windows, or on jacks or bricks.

- The permit is not transferable from one vehicle to another or from one development to another.

- No trailers of any kind are permitted on HACLA property.

- All speed limits shall be strictly observed in and around the development. The speed limit in all parking lots is five miles per hour (5 mph).

- Los Angeles Police Department monitors for vehicles parked on fire lanes, other non-designated areas, or with expired registration tags. If you do not adhere to these laws you will be fined.

- The City of Los Angeles is responsible for the parking enforcement on city owned streets.

- Vehicle maintenance or repairs on HACLA property is not permitted.

HACLA adopted a Smoke Free policy prohibiting smoking anywhere on HACLA properties including units, balconies, parking lots, play areas, and other common areas. Residents are responsible for ensuring that household members, guests, visitors and other persons under their control are in compliance with this policy while on HACLA property.

Designated smoking areas have been established at each site to provide a location for people who continue to smoke. For information on smoking cessation resources, please call 1-800-NO-BUTTS.

**Smoking marijuana anywhere on HACLA property is prohibited including designated smoking areas.**

At least once a year, every family in the Public Housing Program is required to complete an annual review by verifying the family’s composition and income in order to calculate the correct rent.

Your annual review interview appointment is based on a master schedule set for each unit; it is not based on the date you moved in.

The formula used to determine your rent is set by Congress and the Department of Housing and Urban Development (HUD). The following are the various factors that determine your rent:

- Family composition
- Income and assets
- Eligible deductions
- Immigration status
- Bedroom size

To obtain the necessary information to determine your rent, we are required to conduct an annual review interview and the following is the process that is used:

- The Housing Authority staff mails an appointment notice scheduling an interview with the family. Included with the appointment letter will be various forms that must be completed and brought to the interview.
All household members 18 years of age or older must comply with the requirements of the annual review process.

- Items to bring to the appointment include:
  - SS cards, birth certificates, or other forms of identification for new members of the household.
  - Income verification for all sources of income.
  - Name, addresses, phone/fax numbers, and/or e-mail for all sources of income (including employers and other sources).
  - Pay stubs – last two (2) recent and consecutive.
  - Name and address of any school, college, university attended by any adult member of the household.
  - Most recent statements for each bank account held by members of the household.
  - Elderly & disabled families only – receipts of expenditures for allowable medical & disability expenses for the past 12 months.

- You will be notified a minimum of 30 days prior to any rent increase.
- When the new rent is determined, an appointment is scheduled for you to sign the notice of rent change and/or the Rental Agreement for the upcoming 12 months.

In addition to the information and documentation provided by you, HACLA is required to verify income and deduction information from sources reported through available electronic databases (this includes income from employment, Social Security, EDD, LA County DPSS, etc.).

COMMUNITY SERVICE REQUIREMENT

HACLA is required to adhere to the status and regulations established by the Congress of the United States and HUD. These regulations include a community service requirement as explained in the following page.

- All adult residents of HACLA public housing developments, who do not fall under any of the prescribed exemptions, are required to perform eight (8) hours a month of community service and/or self-sufficiency activities.
- One of the requirements for HACLA to renew the Rental Agreement for another 12 month term is to be in compliance with the community service requirements.

Individuals exempt from this requirement include those adults who are:
- 62 years of age or older.
- Blind or disabled.
- Primary caregivers to someone 62 years or older, blind, or disabled.
- Engaged in work activities (including training programs).
- Exempt from CalWORKS or any Welfare-to-Work program.
- Participating in a Welfare-to-Work program and in compliance with the requirements of such program.

Examples of acceptable community service activities for those not classified as exempt include:
- Youth programs, including preschool programs, child care, and after-school programs.
- Local elementary school (i.e. PTO/PTA or other activities as needed)
- Participation on the Resident Advisory Council (RAC) and the activities they sponsor.
- On-going volunteering with any community based non-profit organization (may include faith-based institutions), except for proselytizing and political campaigns.

COMMUNITY PROGRAMS

Each family public housing development has numerous activities for residents, either on site or close by, and most elementary schools that serve HACLA properties have after school programs and other activities.

There may be other service providers and programs offered throughout HACLA developments. Ask your management office or Resident Advisory Council (RAC) for information regarding what is available at your site.
If you are searching for a job, need assistance with employment services, or want to take advantage of available job training opportunities, HACLA offers programs that can assist you.

At most sites, HACLA operates Employment Technology Centers (ETCs), which offer tutoring for youth and job skills training including computer classes for adults. At these ETCs, residents can also receive services offered by HACLA’s WorkSource Center.

HACLA is the only public housing agency in the nation that operates an onsite WorkSource Center. HACLA’s WorkSource is a full-service center and it is one of seventeen (17) centers across the city to be awarded federal funds. It serves over 1,600 public housing residents and members of the community annually and has placed nearly 15,000 individuals in sustainable employment opportunities.

The WorkSource Center offers job skills training, résumé building, job fairs, and other employment development activities. For more information, you can contact the ETC at your site or HACLA’s WorkSource Center at (323) 249-7751 or (323) 249-2910.

Services offered:
- Prescreening and determination of eligibility for services
- Initial assessment
- Intensive client-centered case management
- Assessment for work readiness, work experience, and opportunities for job placement
- Follow-up monthly, quarterly, and annually

Types of Programs:
- Children, youth, and family programs
- Pre-employment services
- Adult training and supportive services
- Financial literacy programs
- Summer youth employment programs
- Employment services for veterans
- Employment services for ex-offenders

A Resident Advisory Council (RAC) has been established at each of the large Public Housing Developments. This group is composed of residents who have been elected by the general resident population to represent your interests with different agencies, such as HACLA, local political leaders, police officials, etc. They are also available to assist you with any questions that you may have regarding your community.

Resident meetings are usually held on a monthly basis. A variety of issues are discussed at these meetings that may impact your stay in this community. We encourage you to attend these meetings and to become familiar with your resident leaders so that you can become an active voice in your community, BE INVOLVED.

Management meetings are also held often to keep you informed of any changes and updates. These meetings are conducted according to staff availability. Various management issues that could affect your tenancy and community are discussed at these meetings; you will receive updates on new policies, procedures, and programs.

Tenants are notified by door to door flyers or other available means of upcoming meetings and events. Please be sure to attend; we encourage you to be an active voice in your community.

Get to know the leaders in your community and management staff.
Smoke detectors are located in each bedroom and smoke/carbon monoxide (CO) detectors are located in the living room and/or hallway. The City of Los Angeles municipal codes and California health and safety codes require that all smoke and carbon monoxide (CO) detectors are kept in good operating condition. It is important that you comply with these codes by not removing or disarming them.

Smoke from cooking may trigger the smoke alarm, if this happens, remove the item creating the smoke from your apartment and open the windows and doors. Inspect the apartment for smoke, fire, or flames. Once the smoke has cleared, the alarm should turn off. If the carbon monoxide (CO) alarm is triggered, open all windows and doors for ventilation and turn off gas appliances such as the stove, dryer, or furnace.

If there is a fire or if you feel symptoms of carbon monoxide (CO) poisoning, exit the apartment and call 911. Symptoms of carbon monoxide poisoning include shortness of breath, tiredness, nausea, confusion, headaches, and dizziness.

If you think there is a problem with any of your detectors, please call the Work Order Center immediately at (800) 974-2292.

Please remember, you may not remove or disarm any smoke or carbon monoxide (CO) detector.

Apartment Floors: For daily care, just clean the floors with a dry mop or a broom. For a more thorough cleaning, use a mild cleaning solution. Do not pour water on hardwood floor to clean.

Sinks: Use mild soap powder detergents. Do not use bleach or abrasive scouring powder, which can scratch the surface. Keep your sink clean and empty of food debris or dirty dishes.

Vent: Turn on the vent hood while cooking, it might be noisy but it helps decrease oil residue. Call the Work Order Center when you need to have the vent filter replaced, it will be replaced at no charge.

Cabinets: Periodically, go through your kitchen cabinets and dispose of items that you don’t use. You also need to clean/wash away any buildup residue on the surface.

Countertops: Remove all items from the countertops including small appliances. Then, thoroughly spray down the countertops with antibacterial spray and clean them entirely with paper towels.

Clean behind your appliances: If safe to do so, periodically pull your appliances from the wall and clean behind them. If there is a heavy buildup of residue or grease, spray it with an appropriate cleaner, let it soak, then wipe it off.

REFRIGERATOR

If you do not have a refrigerator, HACLA will provide one to you at no charge. It is your responsibility to keep the refrigerator in good and clean condition. Here are a few helpful tips on how to clean and care for your refrigerator:

Appliances provided by HACLA are loaned and must remain in the unit at the time of vacate.

Cleaning the Outside
- Wipe with a clean cloth lightly dampened with kitchen appliance wax or mild liquid dish detergent. Dry and polish with a clean, soft cloth.
- Do not wipe with a soiled dish cloth or wet towel, this may leave a residue that can damage the paint.
- Do not use scouring pads, powdered cleaners, bleach or cleaners containing either bleach or ammonia. These products can also scratch and weaken the paint finish.

Cleaning the Inside
- Start by discarding any expired food.
- Rinse and wipe dry the inside of the refrigerator using a solution of warm water and baking soda – about a tablespoon of baking soda to a quart of water - this both cleans and neutralizes odors. Use a soft cloth to clean drawer runners and tracks.
- To help prevents odors, you can also leave a box of baking soda in the fresh food and freezer compartments.

Always unplug the refrigerator before cleaning.
If you do not have a stove, HACLA will provide one to you at no charge. It is your responsibility to keep the stove in good clean condition. Here are a few tips that will help you when cleaning your gas stove:

1. The burner grids on your stove should be washed regularly in hot soapy water. To remove tough burned-on food, soak the grids for 20 minutes in hot soapy water. Make sure they are completely dry before placing them back on the range, the grids will lock into position.

2. It is very important to clean under the cook top often because built-up grease may catch fire. Make sure all the burners are in the off position before raising the cook top. Clean with hot soapy water and dry completely, then lower the cook top.

3. The holes in the burners of your range must be kept clean at all times for proper ignition and an even flame. Clean the burners routinely, especially after spillovers. The burners lift right out for cleaning. To remove the burner, tilt it to one side at the end closest to the igniter and move it toward the back of the range, it lifts out easily.

4. To clean the burners, soak them in warm soapy water for about 20 minutes. If burned-on food is difficult to remove, scrub with soap and water or a mild abrasive cleanser. Do not clog burner holes with powdered cleansers. Make sure the burner is completely dry before reinstalling it back on the range. Make sure the burner is firm and level on the range.

5. To clean the oven, use a commercial oven cleaner. Follow the manufacturer’s directions on the label. Do not use the oven cleaner on any exterior surface of the stove. Clean the oven often.

6. After using the broiler pan, let it cool and soak-up the grease with paper towels, then discard the towels. Do not pour grease down the drain because it will cause stoppages. Wash the broiler pan in hot soapy water, and then store it back in the oven.

7. Make sure the vent above the stove is always clean for maximum effectiveness. If a stove provided by HACLA is not working properly, it is important that you contact the Work Order Center to report it.

Each apartment has individual gas meters and residents are responsible for the amount of gas they consume.

Here are some tips on using gas more efficiently which will result in savings on your gas bill.

1. Turn the heat off if you will be away.
2. During cold weather, close the drapes or shades at night to keep the heat in. Open shades and let the warmth in during the day.
3. Keep all heating vents free of dirt, lint, or any other obstruction.
4. Do not block the wall heater with furniture or other combustible material.
5. Do not use your oven to heat your apartment.

In the event of a gas leak, contact the Gas Company immediately at (800) 427-2200 and the Work Order Center at (800) 974-2292.

For your protection, the Gas Company adds a distinctive odor to natural gas so that even a small leak can be detected quickly. If you smell a gas leak and it is safe to do so, turn off the gas valve(s) and open the doors and windows to ventilate. The gas valve for the stove is usually located behind the stove and the valve for the water heater is located at the bottom of the unit about a foot or two out. Do not light matches and do not turn any appliances on. Also, do not use your telephone near the area since these devices may cause sparks. Make sure everyone gets out of the apartment and call the Gas Company and the Work Order Center.

A slight gas odor near a gas appliance may mean that the pilot is out and needs to be relit, if so, call the Work Order Center.

Only residents at Pico/Las Casitas and Jordan Scattered are billed directly from the Gas Company. All other residents are allotted a quarterly gas consumption amount and will receive a charge from HACLA if they exceed that consumption level. A schedule of quarterly consumption levels by site and bedroom size is available in the lobby of the management office for review.
Water is a valuable resource and it is important that we all use it wisely. Please start saving water today, it is easier than you think!

Here are some tips to help save water:

1. Keep your showers down to 5 minutes or less.
2. Take shallow baths.
3. Don’t let the water run while brushing your teeth or shaving.
4. Flush the toilet only when necessary and never use the toilet as an ashtray or wastebasket.
5. Use the least amount of detergent when washing dishes, this will cut down on rinsing.
6. Rinse vegetables and fruits in a sink or a pan filled with water instead of under running water.
7. When doing laundry, never wash less than a full load. Also, washing dark clothes in cold water saves energy and helps your clothes retain their color.
8. Call the Work Order Center for all leaky faucets, fixtures and pipes both inside and outside your unit.
9. Water your lawn and shrubs in the early morning or in the evening when there is less evaporation.
10. No hosing down sidewalks.

Let’s make water conservation a way of life!!!

If a water line breaks inside your unit and water is leaking or pouring out, please turn off the shutoff valve located near the pipes under the sink, toilet base, or faucet and immediately call the Work Order Center at (800) 974-2292.

All water leaks, inside or outside your unit, must be reported immediately.

HACLA is required to inspect your apartment at least once a year. The purpose of the inspection is to ensure that your apartment is in good condition. You will be notified in writing at least two days prior to the inspection.

During an inspection your unit will be examined and defects and/or housekeeping issues will be recorded. It is not necessary for you to be present during the inspection.

Throughout the year, HACLA may have to re-inspect your unit as part of HUD’s annual review of HACLA’s operations. As with regular inspections, you will be notified at least two days prior to the inspection.

HACLA also conducts housekeeping inspections to ensure that residents are maintaining their unit in a clean, safe and sanitary condition. Refer to your Rental Agreement for housekeeping standards.

You will not be charged for any damage(s) that are caused by normal wear and tear. But you will be responsible for the cost of repairs for any damages to your apartment caused by your household members or guests due to improper use, neglect, abuse, or carelessness. These charges will appear on your rent statement and must be paid in full with your rent.

For non-emergency maintenance problems inside or outside of your apartment, please call the Work Order Center’s toll free number at (800) 974-2292 between the hours of 8:00 a.m. to 4:30 p.m., Monday through Friday except holidays, or at any time using the online Resident Portal at www.hacla.org.

Emergencies can be reported 24 hours a day, any day of the year by calling (800) 974-2292.
Always ask the operator for the system generated work order number and keep it for future reference.

The following are coded as “emergency”. They can be reported at any time and the work is to be completed or abated within 24 hours:

- Gas leaks
- Broken water lines
- Toilet stoppage
  *When there is only one restroom in the unit.
- Burst water heater
- Main line stoppage
- Defective wall heater
- No water throughout unit
- Destruction of front or rear exterior door
- Entry door broken and unable to lock
- Broken window and/or window lock
- Defective or missing smoke detector
- Collapsing wall and or ceiling
- Exposed/frayed electrical wires, exposed fuse box connection
- Electric failure throughout unit
- Light wall heater pilots (Winter season only)
- Elevator failure
- Water leaks on or near electrical equipment

The following items are coded as “urgent” and is to be completed within 72 hours:

- Sink stoppages (kitchen, bathtub, bathroom basin, laundry basin)
- Toilet stoppage (when there is more than one restroom in the unit)
- Refrigerator and/or freezer inoperable
- Stove and oven completely inoperable
- Large hole at exterior wall with air coming from outside
- Lock changes
- Broken steps
- No hot water

All other work will be coded as “routine”. Routine work is to be completed within 25 calendar days.

### Mold and Mildew

Mold and mildew are fungi that grow on, and sometimes in, damp surfaces and objects. Most types of mold routinely found are not hazardous to healthy individuals. However, too much exposure to mold may cause or worsen conditions such as asthma, hay fever, or other allergies.

**Preventing mold:** All molds need water to grow and are most often confined to areas near water sources. Removing the source of moisture, by repairs and by providing sufficient ventilation, is critical to preventing mold growth.

**The fresh air cure:** Letting fresh air into your apartment will help to lower the moisture, and at the same time this will help reduce dust mites and roaches. Keep your apartment well ventilated by opening windows, using fans, and arranging furniture so that windows are not blocked.

**Cleaning mold:** Once you have detected mold, act quickly! Mold should be cleaned as soon as it appears. Wear gloves and protective eye goggles and clean only small areas at a time using soapy solution, detergent, or an appropriate household cleaner. The cleaned area should be thoroughly dried, and any sponges or rags used to clean mold should be disposed of. Absorbent materials that contain mold, such as linen or carpets, might need to be replaced.

**Other ideas that will help:**

- Keep your drapes open during the day.
- Request repair of leaky plumbing or other water leaks as soon as possible.
- Keep the “drip pans” in your air conditioners, and refrigerators clean and dry.
- Keep your bathroom window open even a little, when weather permits, especially after you shower.
- If you have an exhaust fan in your bathroom, make sure it is working and inform the Work Order Center if it is not.

When you have tried cleaning fluids and proper ventilation and nothing seems to help, report mold to your management office.
Once a year the management office will schedule pest control services of all apartments in your community. You will receive written notice at least three days prior to the service. You should read and follow directions noted on the preparation notice, this will ensure a complete and thorough service to the unit. HACLA requires your cooperation and assistance to make the pest control program effective. Failure to make your unit available will result in a service charge, and your unit will have to be made available (prepared) at a later time.

**Pest control treatment is MANDATORY.**

Here are a few tips that will help keep pests out of your apartment:

1. Good housekeeping, frequent removal of trash, and the elimination of clutter will deny roaches and vermin (mice) places to live and breed (interior and exterior).
2. Put food away after meals. Food that is not refrigerated should be stored in glass or plastic containers.

Following pest control services, residents will need to clean up any remains of infestation. Cockroaches like to live along door frames, in cabinets, and drawers. Below are images of evidence of infestation.

You can reduce the risk of infestation by maintaining good housekeeping.

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**BED BUGS**

Common signs and symptoms of a possible bed bug infestation:

- Small red to reddish brown fecal spots on mattresses, box springs, bed frames, linens, upholstery, or walls.
- Molten bed bug skins, white sticky eggs, or empty eggshells.
- Very heavily infested areas may have a characteristically sweet odor.
- Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.

You are required to notify the management office if you suspect the presence of bed bugs in your unit and you need to cooperate in the treatment of any bed bug infestation.

**You can prevent** the introduction of bed bugs by:

- Inspecting used furniture for bed bugs prior to bringing it into the residence.
- **Never** bringing discarded bed frames, mattresses, box springs, or upholstered furniture into the residence.

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**SATELLITE DISHES**

You are permitted to install satellite dishes in designated areas such as balconies and patios or other areas with **Manager approval** – Never on roof surface.

- You must complete a satellite dish installation application and submit it to the management office along with a non-refundable application fee of $20.00 prior to having any equipment installed.
- Once your satellite application is complete and approved, you will have to pay a satellite dish deposit of $100.00.
- You will need to have your own contractor install the satellite dish. You are required to submit to the management office a copy of the contractor’s license, insurance and installation plans.

If you have any questions, feel free to contact management.
At the time of move in, you will be issued two keys to your apartment. All apartments are equipped with single cylinder dead bolt locks. It is **prohibited** to install any other locks in your apartment including on bedroom, bathroom, or closet doors. If you lose a key, the management office will provide a replacement, however, you will be charged for the replacement.

HACLA cannot issue replacement keys without proper identification, such as driver’s license or California ID. **Keys will only be issued to the head or co-head of household.**

**Lock outs will not be considered an emergency at any time.**

You may install security bars on the windows of your unit and/or security doors at your own expense. However, you must meet the following requirements in order to install the security bars or doors:

1. Must have written permission from the management office.
2. The bars and doors must be in compliance with the City’s Security Bar Ordinance.
3. Sleeping rooms must have quick release mechanisms on the window bars.
4. You must obtain a building permit from the Department of Building and Safety or a Certificate of Compliance from a certified installer.
5. Double cylinder locks on doors are not allowed.
6. All security doors must have HACLA locks/keys, which HACLA will install at a charge.

If security bars or doors do not meet the guidelines listed above, HACLA will remove them and charge you the cost.

When you vacate your unit, you will be responsible for the removal of the security bars and/or doors and you must return the unit to its original condition. If HACLA has to remove them, you will be charged.

Collection stations are provided for trash pick-up. It is extremely important that the trash is deposited into the containers and the surrounding area is kept clean since careless handling of trash can attract insects and rodents. The use of heavy duty plastic sealable trash bags is recommended to take trash to the collection stations. You should not send small children to deposit your garbage in the dumpster, if they can’t reach it, the garbage may end up scattered on the ground.

**Please, do not dump furniture or appliances at the collection stations.**

- **Tenant owned furniture and appliances**
  - If you have furniture or appliances that you no longer need, please contact a charitable organization such as the Salvation Army or Goodwill and ask them for pick-up service at your apartment. If these items are not salvageable, contact the Work Order Center at (800) 974-2292 or at the online Resident Portal at [www.hacla.org](http://www.hacla.org), and the furniture will be picked up outside of your apartment without charge.

- **HACLA owned appliances**
  - If you have any HACLA appliances that are not in working condition or you no longer need, please contact the Work Order Center at (800) 974-2292 or at the online Resident Portal at [www.hacla.org](http://www.hacla.org), and they will be picked up from your apartment at no cost to you.

**Report illegal dumping:** To report illegal dumping contact the City of Los Angeles information number **311** or to report illegal dumping in progress you can call **(213) 847-6000.**

**Please keep your community clean.**
Section 504 of the Rehabilitation Act of 1973 states that HACLA must make reasonable accommodations for individuals with disabilities. These accommodations may include physical alterations to your apartment or common areas, as well as exceptions, changes, or adjustments to rules, policies, practices, or services.

If any member of your household is disabled and because of the disability is in need of an accommodation that would enable him/her to fully participate in the Public Housing Program, please contact your management office.

Verification of the disability and how the requested accommodation is related to the disability will be required.

All residents are allowed to keep fish and/or small birds as pets. Cats and dogs are not permitted on HACLA property except when approved by Management for the following reasons:

- As a reasonable accommodation for residents with disabilities. The disability and the need for a assistive/companion animal must be verified and documented; or

- For residents who are 60 years of age or older.

These residents are allowed to have up to two pets (dogs/cats) with a signed pet lease and in some cases with additional security deposit as explained in the Keeping of Animals Policy. If you want more information or would like to review the policy, please contact the management office.

The Violence Against Women Act (VAWA) provides protections and remedies for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA core protections specify that an applicant for assistance or resident assisted under a covered housing program may not be denied admission to, denied assistance under, terminated from participation in, or evicted from the housing on the basis or as a direct result of the fact that the applicant or resident is or has been a victim of domestic violence, dating violence, sexual assault, or stalking if the applicant or resident otherwise qualifies for admission, assistance, participation, or occupancy.

If you have been a victim of domestic violence, dating violence, sexual assault, or stalking and need help, please contact the management office. They may be able to offer information of different organizations that provide assistance to victims. Also, please know that any information you discuss with management staff will remain confidential as required by law.

If you need information about your VAWA rights under the Public Housing program, you can ask staff at the management office or call HACLA’s information line at (213) 252-2500.

For help regarding abusive relationships, you can call the National Domestic Violence Hotline at (800) 799-7233 or for persons with hearing impairments (800) 787-3224 (TTY). You may also visit their website www.thehotline.org.

Victims of sexual assault may call the Rape, Abuse & Incest National Network’s National Sexual Assault Hotline at (800) 656-HOPE, or online at https://ohl.rainn.org/online/.

Victims of stalking seeking assistance may visit the National Center for Victims of Crime’s Stalking Resource Center at https://www.victimsofcrime.org/our-programs/stalking-resource-center.

For help regarding domestic violence, dating violence, sexual assault or stalking, you may also contact the City of Los Angeles’s Sexual Assault Hotline (800) 656-4673 or www.safela.org.
HACLA believes that a personal garden can provide an opportunity for you to adorn and beautify the exterior of your unit and give you an opportunity to produce edible and ornamental plants for your use.

If your unit has a dedicated planting/garden bed in the space immediately outside the front and/or back of your unit, you can use that space for a personal garden as long as you follow the established guidelines (the same applies to units with balconies and patios).

Gardening containers/planters and their subsequent crops/foliage are to be placed and maintained in such a way so as not to block/impede or spill over onto walkways/pathways, block entrance doors and windows, or block access to exterior storage and/or water heater or utility closets. Additionally, foliage from any planting (whether edible or ornamental) cannot touch or grow on any permanent HACLA structure (ex: building walls, clothes line poles, etc).

If you need more information, have questions, or need a copy of the guidelines, please contact the management office.

Some sites also have community gardens. If you want to know if your site has a community garden and/or need information to join and participate, please contact the management office or the Resident Advisory Council (RAC) for more information.

Planting marijuana anywhere on HACLA property is prohibited.
Never store rags, mops, paper or other combustibles near any gas appliances such as the wall heater or water heater.

Never store anything in the water heater closets.

Never store or use flammable products near any gas or heat producing appliance. Flammable products include: cleaning solvents, foggers, insecticides and other pressurized containers. Keep these products out of the reach of children.

Do not use your oven to store tupperware, paper or plastic bags, pots, pans, or other kitchen utensils.

Do not use your stove or oven for heating your apartment, it is very dangerous and expensive.

Never leave matches where children can reach them.

Always place burning candles on sturdy heat-resistant surfaces and never leave them unattended.

Be careful when using cleaning products, remember to read all labels before using them.

Do not remove covers to electrical outlets.

Do not block windows or exit doors with furniture or other objects.

You must always keep the emergency escape release to the window bars free and clear.

Clothes dryers must vent to the outside.

Do not block access to electrical panels.

How to reset the breakers from the electrical panel

If your electricity goes out and your unit is the only unit without power, you may need to reset the breakers. Go to your breaker box and using caution turn off each breaker one by one leaving the main breaker for last. Then turn each of the breakers on one at a time starting with the main breaker.

Breakers trip due to an overload or due to a short circuit. If your breaker keeps tripping, do not continue to reset it and instead call the Work Order Center immediately at (800) 974-2292. The breaker may be tripping to protect the circuit from overheating and causing damage, including an electrical fire.

Before resetting the breakers, turn off light switches and unplug appliances.