

Cascap Tenant Handbook



Table of Contents

<i>Introduction</i>	4
<i>Cascap Contact Information</i>	4
<i>Moving In</i>	4
Renter’s Insurance:	4
Locks and Keys:	4
Parking:	5
Utilities, Cable, Internet:.....	5
Satellite Dishes:.....	5
Pets:	6
<i>Rent & Tenant Charges</i>	6
Security Deposit:	6
Rent Collection:.....	6
Bounced Checks:	7
Tenant Charges:	7
<i>General Policies</i>	7
Reasonable Accommodations:	7
Domestic Violence:	7
Drug Free Housing:	8
Smoke Free Properties:.....	8
Lease Violations and Evictions:	8
Acceptable Uses of Unit:.....	8
Noise:	8
Misuse or theft:.....	8
Guests:	8
Candles and Incense:	9
Bird Feeders and Wildlife:.....	9
Addendums:	9
<i>Maintenance Policies – Unit, Building, & Yard</i>	9
Emergencies:.....	9

Non Urgent Requests:.....	9
Light Bulbs:.....	10
Optional Equipment:.....	10
Infestations:	10
Tenant Involvement:.....	11
Inspections:.....	11
Decorations:.....	11
Trash:	11
Recycling:	12
Cleaning:	12
Common Areas:.....	12
Laundry:	12
Community Space:.....	12
<i>Safety</i>	13
Emergencies:.....	13
Safety Issues:.....	13
Security Cameras:	13
Evacuation Plan:.....	13
<i>Move Outs & Transfers</i>	14
Lease Termination by the Tenant:	14
Transfers:	14
<i>Site Specific Rules:</i>	15
Auburn:	15
411 Cambridge St.:.....	15
803 Cambridge St.:.....	15
Western and Putnam:.....	15
35 Harvey Street:	15
<i>Receipt Form – Tenant Handbook – April 2016</i>	16

Introduction

This Handbook, which is an addendum to your lease, outlines your responsibilities as a tenant. The policies in this handbook might be abbreviated. A copy of the full policy is available upon request. Please contact the Property Management Department with any questions regarding these policies. Cascap reserves the right to amend these policies at any time.

Cascap Contact Information

Main Number: (617) 492-5559 or (617) 616-5363
Emergencies (24-hr): (617) 492-5559 or (617) 616-5363
TTY: (617) 764-3025
Fax: (617) 616-5365

Office Address: 231 Somerville Ave., Somerville, MA 02143

If you want to stop in and see Cascap staff, please call in advance to schedule an appointment during our office hours.

Office Hours:

Monday – Thursday, 9:00 am to 3:30 pm;
Closed Fridays, weekends and holidays.

Moving In

Renter's Insurance:

The property management company shall not be liable or responsible for loss or damages to articles or property belonging to the tenant. It is advised that the tenant maintain their own renter's insurance policy.

Locks and Keys:

Only tenants may possess keys. If a tenant is locked out he or she may come to the main office for a replacement set of keys or have maintenance respond. Cascap staff will ask for a photo ID if the tenant is not known to the staff person. Tenants will be asked to sign a form acknowledging that they received keys. Cascap may change the locks at the tenant's expense if a tenant loses keys.

- Replacement costs: \$5 - \$60 per key. Most unit keys are \$5. Medeco keys (non-duplicable/security) cost \$60.
- Maintenance response cost for lockouts or delivering keys during Cascap business hours: \$35.

- Maintenance response to lockouts after Cascap’s business hours, on weekends and holidays: \$105.

Refer to Cascap’s business hours on page 4 of this Tenant Handbook to determine if the maintenance response will be charged the “during” or “after” business hour’s rate.

Tenants locked out of the following sites will need to contact Vinfen for lost keys or lockouts. Additionally, these tenants will not be charged a lockout fee, if it occurs Monday through Friday, during normal business hours:

- | | |
|-----------------------------|-------------------|
| • Somerville (Center House) | • Cambridge House |
| • Broadway | • Green Street |
| • 3Gems | • Norfolk Street |
| • Somerville Place | • Merriam Street |
| • Magazine House | • Pearl Street |

Parking:

The parking spaces at Cascap sites are reserved for the tenants of the site, Cascap employees, and vendors while they are working at the building. Parking is available on a first-come first-served basis, except at Nonantum Village Place and Marshall Place. Parking at NVP and Marshall Place is reserved and a waiting list is kept for those interested in having a space. Tenants who have been authorized to park will be required to sign parking policy specific to the site. If all spots are filled, tenants with cars must find their own off-site parking. All cars parked on Cascap property must be registered to a tenant, inspected and insured. Cascap must be given proof of registration and insurance as well as an updated driver’s license. At sites where parking spots are assigned to specific tenants, tenants will be placed on a parking waitlist in order of the request.

When there is snow, Cascap will plow the site but under no circumstances will Cascap or vendor staff assist tenants in removing snow from behind, around, or on top of their cars in order for them to use their car. Additionally, Cascap staff will not lend tenants snow blowers, shovels, or any other tool for this or any purpose.

Cascap will tow vehicles, at the owner’s expense, that are parked in violation of this policy.

Utilities, Cable, Internet:

Cascap pays for heat, hot water and electricity at most of our properties. Cascap tenants at 411 Cambridge St, 40 Clifton St. and 2595 Massachusetts Ave pay their own heat and electricity.

Tenants that are interested in having internet or cable connected in their unit may do so at their own cost. If the internet or cable company needs access to the basement or restricted area of the building, the tenant must coordinate the vendors visit with Cascap’s maintenance department with at least 24-hour notice.

Satellite Dishes:

Satellite dishes may only be installed with pre-approval from the Property Maintenance Department. Permission will only be granted if the following conditions can be met:

- The dish cannot be seen from the street.

- The dish cannot be mounted on the side of the building or the side of the roof.
- If screws are used in the installation, all screw heads must be covered in a silicone caulk to prevent moisture penetration.
- Any and all wires going from the dish to the unit must be secured to the building.

Pets:

Before a pet will be allowed, the tenant must get written permission from the Property Management Department and sign the Pet Policy. Pets are not allowed in common area space without being leashed or in a pet carrier. Animal(s) must fit into the following density criteria for the unit size in which the tenant resides. One bedroom or larger units - no more than one

- (1) dog, or
- (2) small caged mammal(s) (includes hamster, gerbil, or guinea pig only) or
- (1) rabbit or
- (2) cats per apartment.
- Studio units - no more than
 - (2) small caged mammal(s) includes hamster, gerbil, or guinea pig only) or
 - (1) rabbit or
 - (1) cat per apartment.
- Group home or SRO units
 - (2) small caged animal(s) includes hamster, gerbil, or guinea pig only)
- Tenant may also have a maximum of two (2) birds, and for fish, an aquarium of less than (20) gallon capacity per apartment.

Please note that any pet related damage caused to the property and/or your apartment could be charged back to the tenant as an expense.

Rent & Tenant Charges

Security Deposit:

Cascap collects a security deposit at the start of each lease, to be held by Cascap until end of the lease to assure your adherence to all the terms of the signed Lease Agreement. The deposit is not to be considered pre-paid rent, nor shall damages charged against the Security Deposit be limited to the amount of such Security Deposit.

Cascap, Inc., in accordance with law, will return within thirty (30) days after termination of the occupancy agreement, the security deposit and any interest, if due, after deducting any unpaid rent and any reasonable amount necessary to repair any damage caused by the tenant or the tenant's guests. Any monies deducted from the security deposit due to damage will be further documented with an itemized list with invoices attached.

Rent Collection:

Rent is due on the first of every month and no later than the fifth of the month at 231 Somerville Avenue, Somerville, MA 02143. Cash cannot be accepted. Late notices are sent when rent is not paid on time. Cascap reserves the right to serve tenants who are 20 days or later with rent payments and who do not make any effort to resolve payment issues or disputes with a 30 Day

Notice to Quit delivered via constable. In the event eviction proceedings are initiated, all laws of the Commonwealth governing such actions will be followed.

Bounced Checks:

If a Cascap tenant living at a non-HUD site makes a payment that is later returned by the bank because of insufficient funds, Cascap will charge the tenant whatever fee is charged to Cascap by the bank. The following HUD sites will NOT be charged the returned check:

- Nonantum Village Place
- 3Gems
- Harvard Place
- Somerville Center House
- Somerville Place
- Magazine House
- Pearl Street
- Broadway

Tenant Charges:

Cascap bills tenants for the cost to repair damage caused to Cascap property by tenant's abuse, misuse or neglect. The cost to repair damage to Cascap property is prorated by the amount of time a unit is has been occupied and the life expectancy of the item. Cascap reserves the right to make repairs to its property and charge tenants even if the tenant feels the repair is not necessary, especially if the damaged property poses a threat to health and safety of any occupant or the property or if Cascap anticipates that an inspector would identify the damage as a deficiency by Cascap. Tenants will be charged for time and materials.

General Policies

Reasonable Accommodations:

Cascap is committed to providing equal access to people with disabilities. Any applicant or tenant who, as a result of a disability, needs changes in policies or in the physical structure of a building is encouraged to ask for such changes. Cascap maintains some units with features designed specifically for some types of disabilities. These units include wheelchair accessible units and hearing impaired units.

When units with accessibility features become vacant, Cascap reviews the waiting list of current tenants and applicants to see if anyone needs these special features. If there are current tenants or applicants who need these features, those people are considered first for those vacancies.

If there are no current tenants or eligible applicants that require these special features, the person who is offered the unit will be required to sign an agreement that states they are aware that they will be required to move to another unit if another tenant or applicant has a documented need for the special features in that unit. Cascap will only enforce that agreement if there is another unit available in the same building and no other units with those special features are vacant.

Domestic Violence:

The Violence Against Women Act (VAWA) of 2005 allows that tenants in Section 8 units may not have their leases terminated solely because they are victims of domestic violence. This act applies equally to men and women, despite its title. Tenants in Section 8 units are required to sign a lease addendum that extrapolates on this policy. Please refer to our Transfer Policy for additional information regarding VAWA and transfers.

Drug Free Housing:

The Property Management Department will pursue eviction for any drug related criminal charge or activity on Cascap property or in the immediate vicinity if the activity is connected to a tenant, a tenant's guest, or other invitee. Cascap has a zero tolerance policy for drug related crimes. While the state of Massachusetts has legalized the use of marijuana,

Smoke Free Properties:

****Cascap prohibits smoking on all of our properties and requires that smokers move a minimum of 15 feet away from the property**** This includes all apartments, common areas and outdoor spaces. For Cascap tenants that live in a condominium, smoking in the unit is prohibited and the Condo Association's policies will apply to all common areas. Tenants are expected to promptly report any incident of smoking, as defined below, to the Property Manager.

The term "smoking" means inhaling, exhaling, vaping, breathing or carrying any lighted cigar, cigarette, e-cigarettes or other tobacco product, marijuana or any other similar lighted product in any manner or in any form.

Lease Violations and Evictions:

Cascap's eviction procedures follow Massachusetts State Law regarding summary process. Any violation of the policies in the lease, occupancy agreement, or in the tenant handbook is treated as lease violations. In summation, tenants receive written notice of lease violations, followed by a conference followed by a review of conference results followed either by tenant resolution of the issue or the service of a notice terminating the tenant's tenancy from our contracted attorney. If it is necessary to serve a notice terminating tenancy, Cascap reserves the right to bring the matter to court for resolution.

Acceptable Uses of Unit:

Tenants may not conduct or allow to be conducted any business or occupation on the property that would affect the insurability of the building or increase Cascap's liability. Additionally, tenants are reminded that they should obtain renter's insurance and that Cascap is not responsible for loss or damage to their personal possessions.

Noise:

Loud noise, offensive behavior and language, and/or any action that interferes with the management of the facility or the quiet use and enjoyment of the facility by other tenants will not be tolerated. Noise levels are expected to be very low from 10:00 p.m. to 7:00 a.m.

Misuse or theft:

Misuse or theft of other tenant's personal property or Cascap equipment and supplies (washers, dryers, janitorial supplies, light bulbs, etc.) will not be tolerated. In addition, tenants must not waste utilities. **Cascap will investigate any open window during heating or cooling seasons as an emergency to make sure that Cascap paid utilities are not being wasted.**

Guests:

Do not allow anyone other than your own guest to enter the building. Guests must adhere to house rules and regulations as well as the existing lease agreement while on the property. Tenants are responsible for the behavior of their guests at all times. Tenants will be billed for any damage

incurred by guests. Guests may not live with the tenant without prior written consent from Cascap. Additional members added to a lease are required to be screened for eligibility and tenancy. This includes tenants that have a request for a live in aide.

Cascap reserves the right to ban guests from the property who fail to comply with the rules and regulations of the property.

Cascap considers someone living with a tenant if that person does any of the following:

- Sleeps overnight more than 30 times in any annual period
- Receives mail in the tenant's mailbox
- Possesses keys and comes and goes without the tenant present
- Uses building facilities such as laundry machines regularly

Candles and Incense:

Candles and incense can cause property damage and the scents can be offensive or harmful to neighbors in the building with respiratory problems. If problems arise from the use of candles or incense, Cascap will ban their use. If property damage is caused by the use of candles and incense, the tenant will be billed for the cost of repairs.

Bird Feeders and Wildlife:

Placing bird feeders and feeding wildlife is prohibited on all Cascap properties. Placing food out for wildlife attracts rats and mice to the property which contributes to pest infestations in the buildings.

Addendums:

All tenants are required to sign an updated Tenant Handbook as needed when modified. In addition, tenants are required to sign an updated Lease as revised by HUD or any other subsidy provider. This also includes any paperwork from funders that constitute required addendums to the Lease or other notifications of changes.

Maintenance Policies – Unit, Building, & Yard

Emergencies:

An emergency exists if there is a situation that could cause damage to the property or could result in harm to someone on the property or a financial loss if not addressed. **Cascap will respond to emergencies within 24 hours.**

Maintenance staff is on call 24 hours a day and can be reached at Cascap's main number, 617-492-5559 or (617) 616-5363.

Non Urgent Requests:

Maintenance staff tries to give 24-hour notice either in writing or by telephone for scheduled repairs. The tenant is responsible for rescheduling a repair if they want to be present or if it is not a good time for them. When entering a unit for a non-emergency, Cascap staff will ring the bell, wait 30 seconds, knock, wait 30 seconds, and then enter the unit while calling out that they are entering. If entry is needed by someone other than our staff (a subcontractor) and if the tenant is not home, Cascap staff will stay with the person either in the unit or in the close proximity, until

they are finished with the repair (emergencies excepted). Cascap staff will leave tenants a notice of entry.

In the event of an emergency, Cascap is not able to give tenants 24-hour notice before entry.

Cascap maintenance staff will not do any of the following tasks:

- Hang Decorations
- Install optional equipment
- Touch or examine personal property or a tenant
- Work on computers, phones, make repairs or paint the site offices
- Repair program issued furniture at selected sites

Tenants are encouraged to call in repairs whenever they are identified. Non-emergent repairs should be called in during business hours, but can be left as a message on a voicemail after hours.

Tenants will be charged for repeatedly calling in repairs when no work is needed or if a tenant abuses the emergency on-call service. Management reserves the right to charge the tenant \$105 per instance after the first instance in which a non-emergency is called in as an emergency and Cascap is required to respond, after hours.

Light Bulbs:

Cascap is responsible for providing light bulbs in all own units, including florescent light bulbs. Tenants are responsible for changing their own light bulbs in their own personal lamps/lights.

Lamps using halogen light bulbs are not permitted in Cascap units.

Optional Equipment:

Tenants must obtain prior authorization for the installation of optional equipment. Optional equipment such as air conditioners, dishwashers, additional refrigerators, freezers, space heaters and washer/dryer needs to be installed correctly to avoid property damage. Cascap requires that all appliances or optional equipment be professionally installed and that the person performing the installation be insured and provide proof of such insurance to the tenant. If Cascap finds an appliance or other equipment that does not appear to be professionally installed or could otherwise cause damage or harm Cascap will have the appliance or equipment removed and fine the tenant \$50 plus the cost of any damages already caused.

Air conditioners are only permitted to be in the window from June 15th to September 15th every year.

*****Note: Some units in select buildings have an air conditioner that was installed and purchased by Cascap. Should those air conditioner units require repair, the tenant is not expected to pay for the cost*****

Infestations:

It is the landlord's responsibility to exterminate all vermin, but it is Cascap's policy to treat it as a lease violation any infestations of vermin that are exacerbated by the condition of a tenant's unit lack of unit prep for pest treatments. Any tenant whose unit is not being kept in a condition that would aid in the efforts to eliminate vermin, or any tenant who otherwise works against

exterminator suggestions or efforts will be considered in violation of their lease and will be charged for any additional efforts taken by Cascap to eliminate infestation in their unit or any other affected unit. Under no circumstances should tenants attempt to treat any infestation in their unit. Improper use of pesticides can cause infestations to spread to neighboring units.

Tenant Involvement:

Cascap encourages tenants to make themselves part of the home and community. To that end, **if a tenant wants to volunteer their time to help keep common areas clean or create a garden in the yard, they may do so provided they get written permission from Cascap** before doing any permanent plantings, painting, repairs, etc. Cascap will not loan any tenant tools.

Inspections:

Cascap will perform move in and move out inspections on every unit so as to document the condition of a unit when a tenant takes control and gives it back. Move in inspections are usually done the day a tenant takes keys. Tenants are required to sign the inspection form which includes a Statement of Condition. Move out inspections can be done before an official move out but may need to be rechecked when all furnishings are removed from a unit. Cascap also does annual inspections on every building and every unit. Cascap reserves the right to take photographs in apartments to document the condition of a unit or the need for a repair.

Additional inspections that occur throughout the year are performed by Cascap's funders; housing authority, state or city inspectors; or maintenance vendors. Cascap staff will also perform more regular inspections of units where it has been determined that there have been tenant damage, hoarding or health and safety violations.

Cascap gives 24 hours written notice for all inspections. Refusal to allow an inspection to take place would result in a lease violation. A violation of any kind would result in a lease violation.

Decorations:

Prior authorization from Cascap's Property Management Department is required in advance of work being performed inside the unit. Tenants are welcomed to hang art and other decorations on their walls. Any item weighing more than one pound must be hung with extra care – residents need to find a proper stud to secure the item. For items that require heavier duty installation (cabinets, shelves, exercise equipment) inside of their unit, tenants are cautioned that they may want to hire a professional to do the work. Moreover, tenants will need to restore the unit upon move out and that damage will be charged to their security deposit if it is beyond normal wear and tear.

Trash:

It is the duty of each tenant to arrange for the transport of trash weekly from their apartment to the trash area. Trash must be in sealed in plastic bags and must be placed in a bin so the lid can close completely. At properties with a trash shed on site, tenants should under no circumstance place their trash on the floor of the shed or on the ground. Disposal of larger items, including furniture and appliances, must be arranged for (physically and financially) by the tenant. If management finds abandoned items and is able to trace these items back to a tenant, management will charge the tenant for disposal and will treat it as a lease violation. Violations are also given for any trash related odors that are not taken care of in a tenant's unit and if it

contributes to a potential pest problem. Any fines assessed by the city to Cascap for improper disposal of trash will be passed to the tenant or tenants responsible.

Recycling:

Recycle bins are provided in the trash area. Recyclable materials must be rinsed clean and transported to the curb or trash area at least weekly. All Cascap sites are expected to recycle. Failure to recycle may result in Cascap getting fined. Cascap intends to pass these fines on to tenants at the site who are not recycling.

Cleaning:

In order to help us maintain a clean, insect-free building, apartments must be kept in sanitary condition. Management conducts follow up inspections on units that are not maintained. The inspection schedule depends on the severity of the violation noted. In cases of hoarding and poor housekeeping, inspections are frequent and at times, involve further action by the Board of Health. Photographs are used by management to further document and address a situation.

Common Areas:

There is no storage of personal belongings in common areas. Hallways, basements, front and back yards are considered common areas. Tenants may hang small personal items on the door for the purposes of decorating if they are so inclined but also should be careful as to not damage the door in the process of hanging decorations. Tenants that have a small shelf outside their unit must make sure that belongings are not hanging off the shelf. Tenants who choose to have a rug and/or mat outside their entry door must make sure it does not contribute to a potential trip hazard for any person. Alcohol use and smoking are also not permitted in common areas.

Laundry:

Tenants must remember to clean lint filters as build-up of lint can make the machine less effective and is also a fire hazard. Tenants must not overload machines. Guests and visitors are not permitted to use laundry facilities.

Use only "High Efficiency (HE)" laundry soap in Cascap's laundry machines. Any detergent with the "HE" logo is acceptable. Additionally, the "HE" detergent must be used according to the instructions on the package. Use of other types of laundry soap or using too much laundry soap will cause the machines to break. The cost to repair machines damaged from using the wrong detergent will be passed back to the responsible tenant or could result in an increase in per load cost paid by tenants. Tenants can ask Property Management or Maintenance staff to verify if their laundry detergent meets the "high efficiency" requirement.

Cascap reserves the right to increase the cost of washing and/or drying to keep up with the cost to maintain the machines.

Laundry Room Hours of Operation: 7:00 am to 10:00 pm. Last load of laundry must be started before 9:30 pm.

Community Space:

Many Cascap sites have indoor or outdoor community space. A tenant may request exclusive use of this space. Permission for exclusive use of a community space must be requested at least 2 business days in advance of the event. If the tenant resides in a condo complex, arrangement

must also be made with the property management department of that complex as well. Management will notify other tenants in the building that the space has been reserved. Any tenant or guest using community space must be mindful of noise levels and the time of day. Tenants using community space are responsible for cleaning up after themselves and their guests.

Cascap reserves the right to deny requests for use of community or common area space that might violate fair housing regulations or are deemed by Property Management to be inappropriate for the space being requested.

Safety

Emergencies:

An emergency is defined as an action or situation that could result in harm to a tenant or the building. In the event of an emergency, tenants must contact Cascap at 617-492-5559 or (617) 616-5363, 24-hours a day. Management reserves the right to enter a unit to make repairs to the property or inspect the unit if an emergency exists. Management also reserves the right to charge the tenant \$105 per instance after the first instance in which a non-emergency is called in as an emergency and Cascap is required to respond.

Safety Issues:

Weapons of any kind, including firearms, knives, clubs, etc. are not permitted on the property. Fireworks, explosives and flammable objects are not allowed in the building. Hot plates, space heaters and any other equipment that gets hot enough to ignite flammable materials are also not permitted*. Tenants are encouraged to notify the property manager if leaving for an extended period. If the property manager feels a tenant has taken liberties with items in the unit beyond their abilities (changed a light fixture, for instance) that could harm the building or others, such action would be considered a lease violation.

*Harvey Street tenants ARE allowed to use hot plates.

Security Cameras:

Many of Cascap's buildings have security cameras in the common areas and around the exterior of the building. Tenants should be aware that Cascap staff does not monitor the cameras around the clock. If a tenant needs Cascap to review security camera footage, the tenant must provide a date and time frame and a description of the event and the request must be made as soon after the event as possible. Camera footage is stored for a limited amount of time before being automatically deleted.

Evacuation Plan:

All Cascap sites have 2 egresses in the event of an emergency. Please use whatever egress is best given the situation. If tenants need assistance in the event of an emergency, they are responsible with notifying Cascap and local authorities to this need.

Move Outs & Transfers

Lease Termination by the Tenant:

Cascap requires 30 days written notice for move outs. If we find a tenant has moved without giving 30 days' notice, we will charge the tenant account the rent due for the 30 days. A move out inspection will be performed during the week of the expected move to make sure the tenant has had a chance to restore any damage to prior condition. A move out date is determined by the day that keys are returned. Any items left in the unit will be disposed of at the tenant's expense.

Transfers:

Tenants who have lived at a Cascap site for at least one year and who are tenants in good standing may request a transfer to a different unit for any reason. Transfers will be granted before new applicants are considered for open units. All reasonable accommodations, from current tenants and applicants, are given priority over transfer requests. Tenants asking for a reasonable accommodation transfer must meet certain requirements and be able to document the need for the transfer. Further rules apply.

Transfer requests must be made in writing in advance and the tenant must agree to pay for any prep to their current unit or accept the open unit with the minimal amount of prep needed to bring it up to code (certain exceptions are made if the request is based on reasonable accommodation). Transfers are only granted if the tenant pays for the move and the move is accomplished promptly (usual time frame is one week).

Transfer requests under VAWA protections must meet the criteria in order to approve the request to move to another unit. The policy is as follows:

Upon your request, Cascap may permit you to move to another unit, subject to the availability of other units, and still keep your assistance. In order to approve a request, Cascap may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, or stalking. If the request is a request for emergency transfer, the housing provider may ask you to submit a written request or fill out a form where you certify that you meet the criteria for an emergency transfer under VAWA. The criteria are:

(1) You are a victim of domestic violence, dating violence, sexual assault, or stalking. If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation, as described in the documentation section below.

(2) You expressly request the emergency transfer. Your housing provider may choose to require that you submit a form, or may accept another written or oral request.

(3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit. This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you expressly request the transfer.

Cascap will keep confidential requests for emergency transfers by victims of domestic violence, dating violence, sexual assault, or stalking, and the location of any move by such victims and their families.

Cascap's emergency transfer plan provides further information on emergency transfers, and Cascap must make a copy of its emergency transfer plan available to you if you ask to see it.

Site Specific Rules:

Auburn:

Tenants in units 1 and 2 may not put anything on top of the exposed wooden beams in the bedrooms.

411 Cambridge St.:

Tenants are responsible for setting up and maintaining their own gas and electric utilities.

803 Cambridge St.:

Tenant in units 1, 5 and 6 may not install window air conditioners due to the danger to pedestrians along the Cambridge St. sidewalk. During snow season, tenants must park to the right of the back door if possible, leaving the left side open for pushing snow and turning the plow around.

Western and Putnam:

Air conditioners must be installed using the sleeve intended for holding such a unit.

35 Harvey Street:

Hotplates are allowed

Receipt Form – Tenant Handbook –September 2019

I acknowledge that I have received a copy of Cascap’s Tenants Handbook and the House Rules. I have read these rules and I understand them. I agree to abide by these rules. I understand that the Tenant Handbook and House Rules are considered an addendum to my lease or occupancy agreement and will be incorporated herein. If there is a conflict between the Tenant Handbook and House Rules and my Lease, the more stringent rule shall prevail.

Print Name

Site

Unit #

Signature

Date

Summary

This Handbook is subject to review and edit by the Property Management Department, Executive Director, or the Board of Directors at any time. Please note that this plan has a time and date stamp, please make sure you have the most current version. Previous versions are obsolete.