

**RESIDENT POLICIES ADDENDUM**  
**Capitol Area Development Authority (CADA)**  
**Effective JANUARY 1, 2015**

**1. GENERAL:**

- A. Barbecues/Grills:** In accordance with California State Law, "Charcoal burners and other open-flame cooking devices cannot be operated on combustible patios/balconies, or within 10 feet of combustible construction." Accordingly, CADA does not allow barbecues or grills of any type to be used at any CADA property.
- B. Cash Payments:** For safety and security reasons CADA does not accept cash payments. Resident is encouraged to pay rent through on-line bill pay whenever possible. Resident who doesn't have a checking account may purchase money orders at his/her bank. Safeway, at 19<sup>th</sup> and R, also sells money orders for a reasonable fee (in amounts up to \$500 dollars), as do all US Post Offices. The post offices nearest CADA are the branches at 8<sup>th</sup> and I, and 21<sup>st</sup> and Broadway. We appreciate Resident's cooperation with this term.
- C. Concessions:** Resident who receives a rent discount, or "free rent," or any other concession as a condition of signing a Lease, is hereby informed that the dollar value of the concession will be reversed and applied to the rental account if the Lease term isn't fulfilled.
- D. Daycare:** Resident who desires to conduct daycare on the Premises must execute a **Daycare Addendum**, to be provided upon request. **Resident must also have insurance and pay an additional deposit equal to one month's market rent.**
- E. Downtown living:** Resident is reminded that he/she is living in an urban setting in the heart of a vibrant downtown. In such a setting there may be increased noise related to special events, or increased noise and dust related to new development projects being built. To the best of our ability CADA strives to mitigate the impact of such events and projects on our Residents.
- F. Early Lease Termination:** Resident who signs a fixed-term Lease agreement is obligated to fulfill the term in accordance with guidelines set forth in the Lease. Should Resident desire to terminate the Lease early in order to vacate the Premises the Lease specifies that Resident must pay rent until another resident takes possession. In some circumstances CADA allows Residents to pay an "Early Termination Penalty." Please contact CADA's Accounting Manager for more information. If approved to pay the Early Termination Penalty to terminate the lease early Resident must provide CADA with a written Notice to Vacate at least 30-days in advance of the desired vacate date. If Resident plans to continue renting the Premises on a month-to-month term, the rent is subject to being increased to the month-to-month rental rate upon notice by CADA.
- G. Guests:** Guests who stay more than **14** days in a row, or more than **30** days in a calendar year without permission of CADA constitutes a breach of the Rental/Lease Agreement. At CADA's discretion, guests may be required to go through the application process and, if approved, must sign a Rental/Lease Agreement. Resident is responsible for any violation of these rules and the Rental / Lease Agreement terms, by Resident's guest(s).
- H. Inspections:** Resident is hereby informed of CADA's intent to inspect each apartment on an annual basis, in accordance with the City of Sacramento's Residential Rental Housing Inspection Program. On March 4, 2008 the City of Sacramento adopted Chapter 8.120 of the Sacramento City Code, establishing a Rental Housing Inspection Program. The purpose of this program is to address the issue of substandard rental properties, promote greater compliance with health and safety standards and preserve the quality of Sacramento's neighborhoods and available housing. The program achieves compliance of health, safety and welfare code violations in/on Residential rental property that are: A threat to the occupant's safety; a threat to the structural integrity of the building; a negative impact on the surrounding neighborhoods. The City allows CADA to conduct its own inspections, and self-certify that its apartments are in compliance. During the inspection CADA staff will ensure the smoke detector/s and carbon monoxide detector/s (if any) are working properly, and change heating and air filters, as needed. In some instances staff will need to enter the Premises more than once in a year if the heat and air filter service schedule requires this. Resident will be notified in advance.
- I. Intercom Systems:** Some CADA properties have an intercom system that remotely opens the front door or front gate of the property to allow visitors to enter the property without a key. A working phone line with a local area code is required for operation. Some of CADA's properties require an actual phone line. Ask your Rental Agent.

- J. Laundry Machines:** Coin operated dryers and washing machines are provided for the Resident's use only. No heavy items such bath rugs, blankets, spreads, etc., are to be washed and/or dried in machines. Resident must clean up any mess or spill that occurs during process of doing laundry. Any damage to the laundry equipment due to Resident's negligence will be billed to the Resident's rental account. For safety and security purposes laundry rooms that open to the exterior of the premises are locked each night at **9 PM**, and are re-opened the next morning by **7 AM**. Residents must plan accordingly. If machines are not working correctly, Resident is instructed to call the laundry company that services the equipment at the number posted in the laundry room, or listed on the "Important Numbers" page, included herein. Use of liquid bleach is discouraged. If Resident chooses to use liquid bleach, extreme caution must be taken when transporting the bleach to and from the apartment as it can cause serious damage to carpeting in hallways and in the apartment. No dyeing of any kind is allowed in the washing machines.
- K. Lease Term:** Resident who signs a fixed-term Lease at move-in is advised that CADA ends all Leases on the last day of a month, which may cause the term to be six or twelve full months, **plus some additional days if the Resident moves in on any date other than the first of the month**. Resident is encouraged to carefully review the Lease term noted on the Lease Agreement, and ask a CADA Rental Agent for clarification if the Lease period is not clear.
- L. Lock-outs:** Resident who is locked out during business hours should contact his or her Resident Services Manager (RSR) for re-admittance. (See Phone List included herein for phone #.) Lockouts can take up to one hour to resolve as staff must obtain a key to the residence from a locked cabinet at one of CADA's offices. If Resident is locked out after 4:00 PM on any weekday or anytime on Saturday or Sunday, a service-call charge will be assessed (presently \$45/hour; subject to change without notice). In addition, Resident may be assessed additional charges if the lock out requires Staff to perform additional work, or spend additional time in order to assist the Resident to gain entrance to the premises. Resident must produce picture ID for access. **If Resident is locked out more than three times during the tenancy, the Lease/Rental Agreement may be subject to termination.**
- M. Move-out Notice:** Resident on a Month-to-Month Rental Agreement must inform CADA *in writing* of intent to vacate *thirty (30) days in advance of desired move-out date*. Upon receipt, CADA will send Resident written acknowledgment of having received the Notice. If Resident does not receive said acknowledgement this means CADA has not received Resident's vacate notice, and Resident should call the CADA Office immediately. **Rent will continue to be charged until keys are returned to the CADA Administrative Office.**
- N. New Policies:** New policies and rules or amendments to this document may be adopted by CADA upon 30 days' notice in writing to Resident.
- O. Pets/Assistance Animals:** Up to two pets with a combined weight of 35 pounds are allowed at all but the following CADA properties: **Somerset Parkside (1001-1035 Q Street) and 1619 Q Rooming House**. Before bringing a pet to the Premises **Resident must have permission of CADA, execute a separate Pet Addendum, and pay an increased Security Deposit**. Refer to the **CAA Pet Addendum** for specific obligations when keeping an approved pet or Assistance Animal at the Premises. Pets must not visit the Premises without written permission of CADA. Guide dogs or other assistance animals for disabled Residents will always be permitted with written verification from a medical provider that Resident requires the animal in order to have equal opportunity to use and enjoy the apartment and community. In the case of an assistance animal, Resident must execute and abide by the terms of a **CAA Pet Addendum**, but all fees, deposits, and renters' insurance requirements specific to the animal will be waived. **Please see CAA Pet Addendum for more info regarding CADA's Pet Policies.**
- P. Telephone Service:** CADA provides one working phone jack in each apartment, as required by applicable law. If Resident wishes to have additional phone lines installed the work must be completed by a licensed professional at Resident's expense.
- Q. Unit Transfers:** Unit transfer requests are processed in the same manner as a new rental. In order for the transfer to be approved, Resident's existing Lease term must be fulfilled; Resident must not have a history of late rent payments or Lease violations; and Resident must allow an inspection of the Premises to confirm that the apartment has been well-maintained during the Tenancy. **If the transfer is denied and Resident still desires to vacate the Premises, Resident must provide CADA with a written notice of intent to vacate at least thirty (30) days in advance of the move-out date (for Month-to-month tenancies); or pay an Early Termination fee if Resident has signed a fixed-term Lease Agreement.**

- R. Utilities:** Resident agrees to pay all utilities supplied to the apartment (**as noted on the Utilities Information handout included herein**), unless otherwise specified. Resident must keep utilities on at all times, effective on the date of the Lease/Rental Agreement. To avoid a break in service Resident must contact the applicable utility company to establish service in his/her own name. Resident must inform CADA if the electric or gas utilities have been shut off for non-payment. Resident agrees to call PG&E to light the pilot light and conduct an inspection of the appliances if the gas seems to be working incorrectly, or is turned off any time. **Resident must call PG&E to light the pilot light no earlier than the day of the move-in in order to have the gas turned on at the premises.**
- S. Waterbeds:** Resident who desires to have a waterbed or liquid-filled furniture agrees to execute a **Waterbed Addendum** prior to installing such furniture on the Premises. Waterbeds, and other liquid-filled furniture are only permitted at the following CADA properties (built after 1973): Biele Place (1421 15<sup>th</sup> Street), 1506-1520 17<sup>th</sup> Street (17<sup>th</sup> Street Commons), 1401-1415 Carriage Pathway, 1500 N Street (Brannan Court Apartments), 1400-04 O Street (Greentree Commons), 1616-1640 O Street (17<sup>th</sup> Street Commons), 1001-1035 Q Street (Somerset Parkside). **Keeping a waterbed on the Premises requires Resident to pay an additional security deposit equal to half of one month's market rent.**

## 2. NOISE AND CONDUCT:

- A. Activities & Conduct:** Resident shall refrain, and shall ensure that Resident's guests likewise refrain, from activities and conduct outside of the unit (in common areas, parking areas, or recreation facilities), which are likely to annoy or disturb other persons.
- B. Complaints & Violations:** Resident is requested to notify the CADA's Resident Services Manager *in writing* (with as much detail as possible) when desiring to lodge a concern or complaint about a neighbor or a CADA decision or action. If about a neighbor, a written violation will be issued to the offending party if CADA determines that a term of the Lease / Rental Agreement has been breached. Continued breaches will result in termination of residency. Resident may also request the assistance of CADA's Courtesy Patrol for noise and nuisance issues after hours. All complaints will be kept confidential, unless it is impossible to do so. Please refer to the "Important Numbers" page included herein for Courtesy Patrol contact information. If the concern or complaint is about a CADA decision or action, the appropriate staff member will respond as soon as his or her schedule permits.
- C. Noise:** Resident and his/her guests shall not make or allow any excessive noise in the unit nor permit any actions, which will interfere with the rights, comforts or conveniences of other persons. Resident and his/her guests shall refrain from playing musical instruments, television sets, stereos, radios, and other devices at a volume which will disturb other persons. Resident and his/her guests shall refrain from creating, or allowing to be created, any noise that is disturbing to other Residents. Extra care must be taken between the hours of *9 PM and 8 AM*.
- D. Staff / Vendor Safety:** For the safety and well-being of CADA employees and vendors, CADA will not tolerate any harassment (sexual or otherwise), or abusive language or behavior, by Resident (or guests of Resident) toward CADA staff or vendors. Violation of this term will be grounds for immediate termination of Lease / Rental Agreement. Misconduct between Residents should be handled by sending a written complaint to CADA's Resident Services Manager as noted in Paragraph B, above.

## 3. CLEANLINESS AND TRASH:

- A. Common Areas:** Common areas are areas shared by all Residents, including hallways, stairwells, walkways, pool areas, courtyards, basements, etc. Resident and his/her family and guests are to conduct themselves in a manner that will not disturb neighbors' peaceful enjoyment of the premises, or which constitute a nuisance. Noise, odors, or any other action which causes unreasonable disturbance to other Residents or interferes with their rights, comforts, or convenience are not permitted. Resident shall refrain from leaving personal items (including bicycles, scooters, plants, ashtrays) in the hallways, walkways or any other common area. Residents and their Guests are not allowed to engage in social or recreational activity in any common area, including stairwells, hallways, and walkways used for ingress and egress to and from the units and buildings. Resident must not throw trash, cigarette butts, or any item from balconies or windows. No skateboarding, rollerblading, or biking in the common areas is allowed. All pets must be cleaned up after. CADA is not responsible for items left in common areas and may remove and dispose of such items, as needed. Parties (or large gatherings of Residents and guests) are not allowed in the common areas without the express written permission of CADA. Residents or guests are not permitted on roofs of buildings at any time. Bicycles and motorcycles may not be stored in common areas except as designated by Management.

- B. Dust & Debris:** Resident shall refrain from shaking or hanging clothing, curtains, rugs, and other coverings and cloths outside of any window, ledge, or balcony.
- C. Furniture:** Resident shall keep all household furniture inside the unit. **Only furniture specifically designed for outdoor use may be kept on Resident's private patio/balcony.** Resident shall ensure that outdoor furniture is well-maintained at all times.
- D. Objectionable Odors:** Resident shall keep the unit clean, sanitary and free from objectionable odors at all times. Odors that penetrate into other units or common areas will be considered a breach of the "Quiet Enjoyment" term of the Rental/Lease Agreement. Residents who smoke are encouraged to do so outside of the apartment, at least 20 feet away from doors and windows of the premises, in order to alleviate the potential for smoke to penetrate into a neighbor's leased premises.
- E. Patios/Balconies:** Resident shall ensure that patios and balconies are not used for storage of any items other than plants (with proper drip-pans) and outdoor furniture. Storage of regular household items is not allowed. All plants are to be securely placed so they will not cause a hazard for Staff or other residents. Planters are not allowed to be placed on railings at any time. Care must be taken when watering plants so water does not flow onto patio or balcony of a downstairs neighbor. French Balconies (such as those at Brannan Court Apartments - 1500 N Street) are to be used to display plants only, in the appropriate holders provided. Because of the minimal depth of the French Balconies and space between the bars, these balconies are designed as a complement to the décor of the building, and are not intended to be used for entertaining or as a play area, or for storage of mops and brooms or other items. Resident is responsible for keeping patio or balcony free of dirt and debris at all times, and must not allow leaves to accumulate that have blown in or dropped from bushes and trees planted inside or outside the patio or balcony (regardless of whether the leaves are from plants owned by Resident or CADA). Refer to the **CADA Landscaping Addendum** for more information about Resident's responsibility to maintain landscaping inside of private patio/balcony.
- F. Personal Belongings:** Resident shall ensure that no personal belongings, including bicycles, play equipment or other items shall be left unattended in the halls, stairways, walkways or common areas of the building. CADA is not responsible for items left in common areas and may remove and dispose of such items, as needed.
- G. Pest Management:** Resident agrees to notify CADA immediately if any pest issues arise. If pests are determined to have been caused by, or brought in by the Resident, the Resident may be held responsible for all charges associated with eradicating the pest/s. Resident agrees to abide by the Good-housekeeping practices listed below, and the **Pest Control Notice Addendum** and **Bedbug Addendum** attached hereto. (Resident is informed that bedbugs are becoming more and more prevalent in communities across the United States, and can be carried into an apartment by any Resident at any time. Residents who travel frequently, shop at second-hand stores, maintain a cluttered living environment, or bring in items other Residents have discarded have a higher probability of contracting bedbugs.)
- i. **Good Housekeeping Practices:** When Residents and the property management team work together, pests can be prevented. Maintaining clean and clutter-free homes and adhering to these recommendations may help you enjoy a pest-free environment:
- Keep clutter to a minimum. Remove stacks of newspapers, magazines, or cardboard.
  - Vacuum carpeting more than once a week. Vacuum thoroughly; a small crumb is a feast for any pest.
  - Store dry or prepared food in sealed plastic or glass containers.
  - Remove kitchen trash before nightfall. Empty all other trash containers frequently.
  - Check for pests in packages or boxes before carrying them into your home.
  - Report pests immediately to the CADA Maintenance office. Failure to do so could result in additional pest control charges that will be passed on to the Resident.
  - Clean up spills immediately.
  - Keep your dishwasher closed or empty.
  - Pick up and clean pet food bowls when your pets are done eating.
  - Do not leave pet food dishes outside. Pet food dishes left outside will be removed and disposed of by CADA staff.
  - If applicable, follow all instructions given by pest control professionals.
  - Do not use any store-bought liquid pesticide sprays after professional pesticide treatment in your home.
  - Do not feed pests by allowing cooking grease, oils, or other food particles to remain in your kitchen.
  - Do not leave unwashed dishes in the sink overnight.
  - Do not let water accumulate anywhere in your home. Report water issues to CADA's Maintenance office promptly.
  - Do not keep paper bags or cardboard. Insects feed on the glue and nest in the folds.
  - Do not use strong cleaners around pest control baits.

## H. Waste Management:

- i. **Cigarettes:** Resident must clean up cigarette butts and dispose of properly. At properties where smoking is allowed (in accordance with the **CAA and CADA Smoking Policy Addendum, pages 1-3**), smoking is allowed in the Resident's unit or on the patio or balcony, but is not allowed within 20 feet of doors and windows of the Premises or in any common area of any CADA property. Residents who receive complaints from neighbors, staff or CADA vendors about the cigarette smoke may be asked to vacate the premises. At properties where smoking is NOT allowed, Residents and Guests must smoke completely off the premises, also at least 20 feet from doors and windows.
- ii. **Hazardous Materials Disposal:** Resident shall refrain from disposing of any combustible or hazardous material in trash containers or bins. It is against the law for any person or household to dispose of Universal Waste items such as household batteries, fluorescent light bulbs, appliances, cell phones and other electronic devices in the trash. Universal waste items contain hazardous materials such as metals that are toxic, including mercury, cadmium, zinc, lithium, and nickel. In Sacramento, these items may be disposed of at the Sacramento Municipal Transfer Station at 8491 Fruitridge Road (916-379-0500), or the Sacramento County Household Hazardous Waste Collection Facility at 4450 Roseville Road (916-875-5555). Residents should call ahead to confirm hours and exact items that will be accepted. For more information about recycling and environmental programs, call the City of Sacramento's Solid Waste Customer Service line at (916) 808-4800. Also refer to the **RHA Recycling Addendum** for more information.
- iii. **Recycling:** CADA must help Residents comply with a state law that requires apartment Residents to separate recyclable materials from all other materials. Every CADA property has a recycling bin on the Premises, or at an adjacent property, where all recyclable items are to be deposited. Please refer to the **RHA Recycling Addendum** for more information.
- iv. **Trash Accumulation:** Resident shall ensure that garbage is not permitted to accumulate and that it is placed on a daily basis in the trash receptacles provided for that purpose. Resident shall ensure that large boxes are broken apart before being placed in the recycling containers. Resident shall be responsible, at Resident's expense, for hauling to the dump those items too large to fit in the trash containers.
- v. **Trash Chutes:** At properties with trash chutes, Resident agrees to securely wrap trash in plastic bags before placing in trash chute. Absolutely no glass or cardboard boxes should be placed in the chute.
- vi. **Trash Receptacles:** Resident has access to trash receptacles on the Premises or at a neighboring CADA property. Ask your RSR if you are unable to locate the trash receptacles. Trash must be bagged so that waste doesn't leak into the trash receptacle. Resident shall ensure that papers, cigarette butts, and trash are placed in appropriate receptacles so that litter is not created in or about Resident's unit. All glass, plastic, and cardboard boxes must be properly recycled. Bulk items should never be disposed of outside of waste enclosures or left on community grounds. Trash must not be left in halls, stairways, balconies, or laundry rooms, as doing so may create a favorable environment for pests. Resident agrees to abide by the **Recycling Addendum** included herein.

## 4. SAFETY/SECURITY

- A. **Appliances:** Resident shall ensure that all appliances are turned off before departing from the Premises. Use of aluminum foil on stove burners, drip pans, ovens and broilers is prohibited due to fire and electrical shock hazards.
- B. **CADA Courtesy Patrol:** CADA contracts with a private company to provide nightly Courtesy Patrol services to our Residents. The current service is provided by Lyon's Security Service at (916) 208-5612 or 383-2308. A Lyon's Courtesy Patrol Officer patrols CADA properties in a vehicle and on foot, 12 hours per night, every night of the year, between the hours of 8 PM and 8 AM. Residents who need assistance at a time when the Courtesy Patrol Officer is not yet on duty are instructed to call CADA's after-hours emergency # at (916) 324-8494. During the summer months (May through August), an additional Courtesy Patrol Officer is available to assist our Residents on Saturdays and Sundays between the hours of 10 AM and 6 PM. The Courtesy Patrol Officer is here to assist YOU! If you have a noisy neighbor, notice something suspicious, or would like the Patrol Officer to walk you or your guest to your car or apartment, please do not hesitate to give them a call! Please call 911 FIRST if you feel that you are in danger, or notice an emergency at your property. Our Courtesy Patrol Service has not been hired to replace the services of emergency personnel; they are here to provide back-up assistance and support to our Residents. If for any reason you are not satisfied with the services provided by any Courtesy Patrol Officer, please notify the CADA's Resident Services Manager right away. Please note that the Courtesy Patrol's on-duty days and hours may change with notice. Residents who make unsubstantiated requests or complaints to CADA's Courtesy Patrol are subject to having their Rental Agreement/Lease terminated. Please refer to the "Important Numbers" included herein, for contact information.

- C. Doors/Locks:** Resident shall ensure that all doors are locked during Resident's absence. Resident agrees to notify CADA if doors or locks become inoperable. Resident shall not change any lock or place additional locks on any door of the Premises without the prior written consent of CADA.
- D. Emergency Contact Information:** Resident agrees to provide CADA with emergency contact information upon move-in, and on an annual basis thereafter or as requested.
- E. Emergency Evacuation Information:** Resident agrees to provide CADA with emergency evacuation information (regarding assistance that may be needed in the event of an emergency) upon move-in, and on an annual basis thereafter or as requested.
- F. Health/Fire/Safety Violation:** Resident shall ensure that trash and other materials are not permitted to accumulate in or around the Premises so as to cause a hazard, or be in violation of any health, fire or safety ordinance or regulation. Clutter and debris inside Resident's apartment must be avoided so that there is a clear path to enter and exit the apartment in the event of an emergency. Resident who violates this term is subject to City Code Enforcement involvement and possible termination of residency.
- G. Keys:** Resident agrees not to duplicate or cause, permit, allow or authorize another person to duplicate any key given to Resident by CADA without permission of CADA. A reasonable charge will be made for the replacement or issuance of keys or change of locks (for Resident's unit, or all units in the building) necessitated by an act of the Resident, or at the request of the Resident.
- H. Liability & Insurance:** Security is the responsibility of each Resident and guest. CADA assumes no responsibility or liability, unless otherwise provided by law, for Residents' and guests' safety and security, or for injury or damage caused by the criminal acts of other persons. Resident is encouraged to purchase Renter's Insurance.
- I. Permission for Entry:** Prior to any planned absence from the unit, Resident shall give CADA written authority to allow entry to the unit to any person permitted by Resident to enter the unit.
- J. Secured Entry Buildings:** Resident shall keep closed at all times doors and gates of secured-entry buildings, and refrain from allowing entrance to anyone who does not have a key.
- K. Smoking:** Resident agrees to abide by the **CAA and CADA Smoking Policies Addendum, Pages 1-3**, and further agrees, if smoking is allowed in Resident's apartment, not to smoke in bed.
- L. Storage of Combustibles:** Resident must not bring anything into the apartment or building that increases the risk of fire, such as flammable oils, fluids, propane, benzene, gasoline, kerosene or hazardous materials. Resident shall not use or store these items or other combustibles in the unit.
- M. Vacation:** When leaving for an extended period, Resident should notify CADA how long Resident will be away.

## **5. MAINTENANCE, REPAIRS AND ALTERATIONS:**

- A. After-hours Emergency Maintenance Requests:** CADA has an excellent after-hours service emergency response program. Emergency requests, such as a water leak, electrical outage, or plumbing stoppage will be responded to after-hours. After-hours service requests for items that are deemed to be the responsibility of the Resident will be billed at the present rate of \$45 per hour (subject to change with notice). Please call (916) 324-8494 for all after-hours emergencies.
- B. Alarm Systems:** Alarm systems may not be installed without prior written approval from the CADA Maintenance Office. If approved, installation must be completed by a licensed contractor, and the activation code must be provided to CADA.
- C. Alterations:** Resident shall refrain from making any alterations or improvements to the unit without the written consent of CADA. Resident shall refrain from using adhesives, glue, or tape to affix pictures or decorations.

#### **D. Appliance care:**

- i. **Disposal Care:** To keep the garbage disposal in working order, please adhere to the following guidelines: 1) Break food into small pieces; 2) Run COLD water when the disposal is on; leave water running for a few minutes after disposal is turned off; 3) Do not stuff the disposal; gradually slide waste past the splash guard; 4) Mix soft with hard texture waste to allow the disposal to operate at maximum capacity; 5) Do not put celery, pasta, artichoke leaves, cigarettes, corn husks, potato peels, banana peels, oyster or clam shells, tea bags or grease down your disposal; and 6) Do not use drain cleaners. Repair charges that arise from Resident's improper disposal of food or grease will be passed onto the Resident.
- ii. **Refrigerator Care:** To ensure efficient operation, manual defrost freezers should be defrosted at least every two months or whenever the frost is approximately ¼ inch thick. To defrost, all food should be removed from the freezer and a pan of warm water placed inside after the control knob has been turned off. Sharp objects should not be used to loosen ice or frost. The refrigerator exterior may be cleaned with glass or tile cleaner.
- iii. **Stove Care:** Residents agree to keep the stove clean and grease free. Accumulated grease is a fire hazard. Hood vent filters should be cleaned with hot, soapy water. Sharp instruments should not be used to clean the oven or stovetop. Use of aluminum foil on stove burners, drip pans, ovens and broilers is prohibited due to fire and electrical shock hazards.

**E. Carpet Care:** Residents are responsible for keeping their carpets clean. Carpets must be vacuumed on a regular basis for proper care. Food and beverage stains may be removed by using cold water and Ivory soap. Ink stains may be removed by immediately covering with salt and scooping up once the ink has been absorbed. Repeat process until stain is lifted. If necessary, leave salt on stain overnight. For information on the removal of other stains, contact CADA's maintenance office. For stains that are beyond the ability of the Resident to cure, a professional carpet cleaner must be arranged through CADA's Maintenance office, at the Resident's expense.

**F. Heavy Items:** Residents may not affix heavy electronic equipment, or other heavy items, to any walls of the dwelling unit. Items which weigh more than are determined to be reasonable for the floor loading of the apartment are not permitted. Resident must check with CADA before bringing heavy items (i.e., waterbeds, safes, etc.) into the apartment to ensure the building can handle the increased floor load.

**G. Light Bulbs:** Residents are expected to furnish and replace their own electric light bulbs.

**H. Plumbing & Drains:** To avoid sewage back-up, Residents should not flush the following items: Paper towels, disposable diapers, facial tissue, dental floss, personal hygiene products. Grease should not be disposed of in the sinks or toilet. Costs of repair or clearance of stoppages in waste pipes or drains, water pipes or plumbing fixtures caused by Resident negligence or improper usage are the responsibility of the Resident. Payment for corrective action must be paid by Resident upon request of CADA.

**I. Service of Equipment:** CADA will maintain all equipment it owns in the apartment, without charge, provided that the cause of the breakdown or damage was not caused by Resident's negligence. If it is determined that Resident is at fault, the cost of the repair will be billed to Resident.

**J. Service Request Notification:** Resident agrees to call or email CADA's Maintenance Office to advise CADA of any item/s requiring repair, such as electrical problems, dripping faucets, or inoperable appliances. CADA's Maintenance Dispatcher will give Resident a tracking number to confirm the request has been received. Resident shall make repair requests as soon after the defect is noted as is practical. Resident shall refrain from making service requests directly to maintenance personnel, field staff, or other staff unless directed to do so by CADA. If Resident cancels a scheduled appointment for a requested repair without giving at least 48 hours advance notice, a service charge may be assessed. Repeated cancellations may be grounds for termination of Rental Agreement or Lease.

**K. Window Coverings:** Resident shall refrain from using aluminum foil as a window covering and shall obtain the written approval of CADA before using any window covering visible from the exterior of the building. No window covering added by the Resident shall obscure the CADA-supplied blinds.

**L. Window Sills:** Resident must refrain from using windows and window sills to display items if said items are visible from the exterior of the building. Seasonal items may be allowed upon approval from CADA.

## 6. PARKING AND STORAGE:

- A. No Parking Zones:** Resident shall ensure that posted and designated fire zones or "No parking" areas remain clear of vehicles at all times.
- B. Parking Agreement:** All parking spaces managed by CADA are reserved. Resident must sign a separate **Parking Agreement** and pay a monthly fee.
- C. Parking Costs:** CADA Residents receive a 50% discount off of CADA's market parking rates.
- D. Registration:** Only currently registered vehicles may be parked on the property. A vehicle parked in violation of local laws/ordinance, or that lacks an engine, transmission, wheels, tires, doors, windshield, or any other major part or equipment necessary to operate safely on the highways, is subject to being towed under California Vehicle Code 22658.
- E. Reserved Parking Spaces:** Resident shall refrain from parking in unauthorized areas or in another Resident's designated parking space. (Vehicles parked in unauthorized areas or in another Resident's space may be towed away at the vehicle owner's expense.)
- F. Storage:** Some apartment communities operated by CADA may have storage units or lockers that may be rented for a fee, in accordance with the terms of a separate **Storage Agreement**. If available, Resident agrees to store items at own risk. The following items are prohibited: flammable liquids, corrosives, explosives, toxics, or materials subject to spontaneous combustion, etc.

## 7. MISCELLANEOUS:

- A. Banquet Space Available:** CADA Residents have access to a banquet facility, the Courtyard, near the corner of 14<sup>th</sup> & O Streets. CADA Residents receive a \$50 discount off of regular rental rates. For more information, log onto [www.cadacourtyard.com](http://www.cadacourtyard.com).
- B. Bike Racks:** Bike racks are available at many CADA properties. Ask your Resident Services Representative for the location of the bike rack nearest your apartment. Residents may make suggestions for bike rack locations at any time. CADA will strive to meet the request if at all possible.
- C. Bus & Light Rail:** All of CADA's properties are within easy walking distance to a bus or light rail stop. CADA encourages Residents to make use of public transit whenever possible to reduce the number of cars on the roads. Please call Regional Transit at (916) 321-buss (2877); for hearing impaired: TDD (916) 483-HEAR (4327).
- D. Customer Service:** CADA is committed to its Residents, and to providing a high level of customer service. If we ever fail to fulfill our commitment Residents are encouraged to put any concerns in writing to CADA's Resident Services Manager. She will work diligently to resolve any concern or complaint that may arise.
- E. Internet:** CADA Residents have several options for connecting to the internet. The cable company, Comcast, offers internet service, as does ATT Phone Company. See the list of "Important Phone Numbers" included in this handout for contact information.
- F. Referral Rewards:** CADA offers a referral reward to our valued Residents upon referral of a friend or family member who moves into a CADA apartment. Sometimes the Referral Reward is in the form of a rent credit; other times it's a gift card to a local business. In order to claim your Referral Reward, the person you referred must list you on their Rental Application or Guest Card as the person who referred them to CADA. Once the referred party moves in you may claim your Referral Bonus by filling out a Referral Reward Request form. The Referral Rewards are subject to change; ask your Rental Agent for more information.
- G. TV Reception:** CADA does not provide "over the air" television reception. In order to receive a television signal, Resident must provide his/her own antenna in the form of "rabbit ears," or sign up with a private cable company. All of CADA properties are wired to receive cable television, which can be activated by the Resident signing an agreement with Comcast Cable. Their fees vary according to the package chosen. Satellite dishes may be installed in very limited circumstances, in accordance with the terms of the Cable/Satellite Addendum to the Rental/Lease Agreement.

**H. Additional Community Policies and General Information – attached hereto:**

- a. Important Phone #'s**
- b. Resident Services Representative Contact #'s**
- c. Utility Information by Property**
- d. Service Request Response Times**
- e. Emergency Procedures**
- f. Accessibility Accommodation / Modification**
- g. Fair Housing**
- h. CADA Ombudsman Program**
- i. 1-Roommate Move-out**
- j. CADA Rental Assistance Programs**
- k. Rooming House Policies – applies to 1619 Q Street only**

## **IMPORTANT PHONE NUMBERS**

All Area Codes are 916, unless otherwise specified:

Bus and Light Rail	(Regional Transit)	321-2877
CADA Administrative office	(8 am to 5 pm, M-F)	322-2114
CADA Courtesy Patrol	(Lyon's- 8 PM-8 AM)	208-5612 (cell)
CADA EMERGENCY On-call	(4:30 PM to 8:15 AM)	324-8494
CADA Maintenance Office	(8:15 AM to 4:30 M-F)	324-8494
CADA Ombudsman	(Betty Gwiazdon)	943-8097
Cable TV	(Comcast Cable)	1-800-824-2000
Electric Utility	(SMUD)	1-888-742-7683
"E" Permit – Parking	(Sacramento Traffic Engineer)	808-5354
Fire EMERGENCY	(City of Sacramento)	911
Fire non-Emergency	(City of Sacramento)	228-3035
Gas utility	(PG&E)	1-800-743-5000
Laundry reimbursement	(Coinmach)	1-877-264-6622
Phone Service (to start service)	(AT&T)	1-800-310-2355
Phone Service (Long Distance)	(AT&T)	1-800-222-0300
Police EMERGENCY	(City of Sacramento)	911
Police Non-Emergency	(Sacramento Police Dept.)	264-5471

*RSR Phone #'s – Insert Excel Doc on pdf file*

## UTILITY CHARGES BY PROPERTY

In accordance with the Rental/Lease Agreement, Resident agrees to pay all utilities supplied to the apartment, unless otherwise specified, and also agrees to keep utilities on at all times, effective on the move-in date stated on the Rental/Lease Agreement. CADA pays for water and trash service unless otherwise specified. Resident's signature on the Signature Page of the Resident Policies Addendum signifies agreement with these terms.

<b><u>BUILDING ADDRESS</u></b>	<b><u>CADA PAYS</u></b>	<b><u>RESIDENT PAYS</u></b>
1001-1035 Q Street	Hot Water	Electric
1201 P Street	Hot Water	Electric/Gas
1209 P Street	Hot Water	Electric/Gas
1214 P Street	Hot Water	Electric
1215 P Street	Hot Water	Electric/Gas
1216-18 P Street	None	Electric/Gas
1220 P Street	Hot Water	Electric/Gas
1228 O Street	Hot Water	Electric/Gas
1316 N Street	Hot Water/Heating	Electric/Gas
1316 O Street	None	Electric/Gas
1317 15 <sup>th</sup> Street	Hot Water	Electric
1317 O Street	All	None
1320 N Street	Hot Water/Heating/Gas	Electric
1321 Q Street #1 & #2	None	Electric/Gas
1321 Q Street #3-#6	Hot Water	Electric/Gas
1325 15 <sup>th</sup> Street	Hot Water	Electric
1326 P Street	Hot Water	Electric/Gas
1327 O Street	Hot Water	Electric/Gas
1330 O Street	None	Electric
1330 P Street	Hot Water	Electric
1400 N Street	Hot Water/Heating	Electric
1400-04 O Street (Greentree)	None	Electric/Gas
1401-15 Carriage Pathway	None	Electric/Gas
1412 1/2 16 <sup>th</sup> Street	Hot Water	Electric/Gas
1414 O Street #1 & #2	Hot Water/Heating	Electric/Gas
1414 O Street	Hot Water	Electric/Gas
1420 O Street	Hot Water	Electric/Gas
1421 15 <sup>th</sup> Street	Hot Water	Electric
1424 P Street	Hot water/gas	Electric
1428 14 <sup>th</sup> Street	Hot Water	Electric
1500 N Street	Hot Water	Electric
1500 15 <sup>th</sup> Street	Hot Water	Electric
1501 15 <sup>th</sup> Street	Hot Water/Heat	Electric
1506 13 <sup>th</sup> Street	Hot Water/Heating/Cooling	Electric
1506 O Street	None	Electric
1506-1523 17 <sup>th</sup> Street	None	Electric/Gas
1510 O Street #1-#8	Hot Water/Gas	Electric
1510 O Street #9 & #10	None	Electric/Gas
1510 15 <sup>th</sup> Street	None	Electric
1512 13 <sup>th</sup> Street	Hot Water/Heating	Electric/Gas
1514 15 <sup>th</sup> Street	None	Electric
1515 O Street	Hot Water/Heating	Electric
1517 12 <sup>th</sup> Street	Hot Water	Electric/Gas
1517 N Street	Hot Water/Gas	Electric
1521 12 <sup>th</sup> Street	Hot Water/Heating	Electric/Gas
1522 N Street	Hot Water/Heating	Electric
1524 17 <sup>th</sup> Street	Hot Water	Electric/Gas
1601 16 <sup>th</sup> Street	All	None
1606 15 <sup>th</sup> Street	Hot water/gas stove	Electric
1614 O Street	None	Electric
1615 P Street	Hot Water	Electric/Gas
1617 P Street	None	Electric/Gas
1616 N Street	Hot Water/Heating/Cooling	Electric/Gas
1616-1640 O Street	None	Electric/Gas
1619 Q Street	All	None
1622 N Street	Hot Water/Heating	Electric
1623 P Street	Hot Water	Electric/Gas
1625 O Street	Hot Water	Electric/Gas
1631 P Street	Hot Water	Electric

## **SERVICE REQUEST RESPONSE TIMES & PROCEDURES:**

### **SERVICE REQUEST PROCEDURES**

If you are experiencing a maintenance problem in your apartment, please call CADA's Maintenance Office at **(916) 324-8494**. A Dispatcher will take your request and provide you with a tracking number that can be used to follow up on the status of your request.

For after-hours maintenance emergencies, CADA's answering service will contact our on-call maintenance technician who will arrive at your apartment within an hour. If you have an emergency involving fire or life safety, please call 911.

Please do not call in routine non-emergency maintenance requests after hours, as you will get our Answering Service. However, you may e-mail our Maintenance Dispatcher by logging onto CADA's website at [www.cadanet.org](http://www.cadanet.org).

Repairs that are deemed to be the responsibility of the Resident will be billed to the Resident at the present rate of \$45 per hour (hourly rate subject to change).

### **SERVICE REQUEST RESPONSE TIMES:**

The CADA Maintenance Office will make every attempt to promptly address all maintenance requests. Due to our need to prioritize certain emergency requests, and the constraints caused by seasonal work orders, some routine requests may be delayed. Below is a list of the maximum amount of time it may take to address various problems. You are encouraged to maintain contact with the Maintenance Office regarding the status of work requests. All response times exclude weekends. Some repairs may take several days beyond initial response time to complete due to availability of parts.

#### **IMMEDIATE RESPONSE (within 1 hour):**

- Lockout

#### **SAME DAY RESPONSE:**

- Clogged toilet
- No heat
- Refrigerator failure
- Broken window
- Exterior door damage
- Broken lock
- Exterior light out

#### **NEXT DAY RESPONSE:**

- Clogged sink/tub

#### **WITHIN 48 HOURS:**

- No air conditioning\*
- Oven/stove failure

#### **FOLLOWING THURSDAY:**

- Pest control

#### **UP TO TWO WEEKS:**

- Miscellaneous small non-priority repairs & maintenance

#### **NOTES:**

- Carpet will be inspected for cleaning, by request, after one year of occupancy.
- Carpet will be inspected for replacement, by request, after five years of occupancy.
- Apartment will be inspected for repainting, by request, after five years of occupancy.
- Any item that is deemed to be the responsibility of the Resident will be charged to the Resident.

**\* Subject to seasonal demands**

## CADA EMERGENCY PROCEDURES, Page 1 of 2

Resident's signature on the Signature Page of the Resident Policies Addendum signifies agreement to abide by the following emergency procedures in the event of a fire, medical or safety/security emergency, or natural disaster:

### 1. IN CASE OF FIRE USE STAIRWAY FOR EXIT – DO NOT USE ELEVATOR:

- A large fire should be fought by professionals.
- If the fire is small, retrieve the fire extinguisher located nearest to your apartment. Use the extinguisher properly, in accordance with the instructions on the nameplate and printed in this fact sheet. Be prepared to leave the area if the fire cannot immediately be controlled.
- If there is a telephone available, call 911.
- Close your unit door, and take your unit keys with you.
- If there is smoke, stay low to the ground.
- Use stairways to evacuate.
- Do not use elevators during a fire. They could stop at floors that contain fire.
- Handicapped persons should proceed to stairwells for assistance.
- Pull the closest fire alarm and warn other people in the area.
- Smoke detectors are provided for your personal safety. Anyone who willfully and maliciously tampers with, damages, breaks, or removes any required smoke detector shall be guilty of a misdemeanor. Any person who willfully and maliciously sends, gives, transmits, or sounds any false alarm of fire is guilty of a misdemeanor.

### IF TRAPPED IN YOUR ROOM:

- If your front door is hot, don't open it.
- Call the Fire Department at 911.
- Wedge cloth material along the bottom of the door to keep smoke out.
- Close as many doors as possible between you and the fire.
- Block air conditioning vents if there is smoke coming in.
- Open windows cautiously so as not to allow outside smoke to enter the room.  
Remember, if you have broken the window, you may not be able to close it again if you need to.

### INSTRUCTIONS FOR FIRE EXTINGUISHER USE:

(Note: The following instructions are of a general nature intended to familiarize Resident with the basic operating techniques of hand-portable fire extinguishers. **All operate by removing the ring (safety) pin and squeezing the handles together.** Since extinguishers differ, the extinguisher nameplate (label) must be consulted for specific procedures and starting distances).

1. **HOLD THE EXTINGUISHER UPRIGHT AND PULL THE (SAFETY) PIN** breaking the plastic seal. **DO NOT DISCHARGE AT A PERSON'S FACE.**
2. **STAND BACK FROM THE FIRE 6-10 feet** (the minimum distance stated on the nameplate) and **aim at the base of the fire nearest you.**
3. Keeping the extinguisher **UPRIGHT, SQUEEZE THE HANDLES TOGETHER** to discharge and **SWEEP FROM SIDE TO SIDE.** Move closer as the fire is extinguished, but not so close as to scatter the burning material or liquid.
4. When the fire is out, back away while watching for possible re-ignition.
5. Evacuate and ventilate the area immediately after use. The fumes and smoke from any fire may be hazardous and can be deadly.
6. **NEVER MOVE INTO AN AREA WHERE THE FIRE WAS BURNING EVEN THOUGH IT APPEARS TO HAVE BEEN EXTINGUISHED. YOU COULD BE TRAPPED AND BURNED IF THE FIRE REFLASHES.**
7. **NEVER USE WATER EXTINGUISHERS ON ELECTRICAL FIRES.**

## **2. IN CASE OF MEDICAL OR SAFETY/SECURITY EMERGENCY:**

- Call 911!
- Alert the CADA Office, on-call service, or Courtesy Patrol if they can be of assistance.

Call 911, or the Police for any situation where you feel you are in immediate danger. After the Police are called, you may also call CADA's Administrative Office during business hours, or CADA's answering service or Courtesy Patrol after hours.

### **IMPORTANT PHONE NUMBERS IN THE EVENT OF AN EMERGENCY:**

- 911
- CADA Administrative office (8-5, M-F): 916-322-2114
- CADA After-hours On-Call/Emergency Response: 916-324-8494
- CADA Courtesy Patrol: 916-208-5612 or 916-383-2308

## **3. IN THE EVENT OF A NATURAL DISASTER OR OTHER EMERGENCY:**

In the event of a natural disaster, or other emergency, CADA encourages Residents to keep the following items on hand:

- **Water:** 1 gallon per person per day (a week's supply of water is recommended)
- **Food:** Ready to eat canned meats, fruits & vegetables, canned juices, milk, soup (if powdered store extra water)
- Non-electric can opener
- Portable radio, flashlight, spare batteries
- Essential medications
- Candles, matches
- Cash and change
- **Baby supplies:** formula, bottle, pacifier, soap and baby powder, clothing, blankets, baby wipes, disposable diapers, canned food and juices. (if applicable)
- **Important papers:** insurance policies, copies of social security cards, birth certificates in a waterproof container
- **Pet supplies:** food, carrier, leash (if applicable)
- Household bleach
- Toilet paper
- Bar soap
- Large garbage bags
- Change of clothing
- Sturdy shoes
- Blankets, sleeping bags, rain gear
- Eating utensils
- Disposable plates and cups
- Paper towels
- Heavy duty aluminum foil

### **ADDITIONAL ITEMS (AS NEEDED)**

- Camping stove and fuel for **outdoor** cooking (**ONLY FOR OUTDOOR COOKING –DO NOT USE INDOORS**)
- Pots, pans, knife
- Shovel, axe, broom
- Tool Kit, screwdriver, pliers, hammer
- Plastic and/or duct tape

# **ACCESIBILITY ACCOMMODATION/MODIFICATION**

## **CADA Reasonable Accommodation Policy**

CADA follows the direction of the Federal Fair Housing Act, the Americans with Disabilities Act, and the California Fair Employment and Housing Act, as applicable, when responding to Resident requests for reasonable accommodation. These acts are briefly summarized below:

**Federal Fair Housing Act:** This act requires housing providers to make reasonable accommodations to disabled persons in rules, policies, practices, or services, when such accommodations may be necessary to afford such person(s) equal opportunity to use and enjoy a dwelling. Reasonable accommodations may be made at the housing provider's expense, so long as such accommodations do not amount to an undue financial and/or administrative burden. However, modifications (i.e. physical changes to the Resident's living space) are usually made at the Resident's expense, except in the case of federally funded housing (which CADA is not).

**Americans with Disabilities Act:** This act, in most cases, does not apply to Residential housing. Title III of the ADA covers public and common use areas at housing developments when these areas are open to the general public (such as a rental office) or when they are available for use by the general public (such as a community room that is rented to non-Residents).

**California Fair Housing and Employment Act:** This act provides protections and provisions for reasonable accommodation for persons with disabilities that are similar to those offered by the Federal Fair Housing Act.

## **Requesting Reasonable Accommodation**

There is no specific format for how a Resident should make a request for a reasonable accommodation or modification, though it is helpful if these requests are in writing, so there will be documentation of the request. The request should describe what type of accommodation is needed and explain the relationship between the requested accommodation and the disability.

## **CADA Response to Request for Reasonable Accommodation**

Once a request for reasonable accommodation is received by CADA, CADA Property Management staff will review the request, and in most cases may require that the Resident provide us written verification from the Resident's healthcare or mental health provider that the Resident has a disability and needs the accommodation or modification. Staff may require proof that the Resident is disabled, but may not require the Resident to provide specific information or records about the disability.

Whether or not a requested accommodation/modification is "reasonable" depends on several factors and must be decided on a case-by-case basis. In addition to any other relevant matter, the following factors are to be considered in making this determination:

- The requested accommodation or modification must be necessary. There must be an identifiable relationship between the individual's disability and the requested accommodation or modification.
- The request should not impose an undue financial and administrative burden on the housing provider.
- The requested accommodation or modification should not require the housing provider to make a fundamental alteration in the nature of its operations.

## **FAIR HOUSING**

### **California Apartment Association "Code for Equal Housing Opportunity" (Adopted by CADA):**

"We, the members of the California Apartment Association, support the spirit and intent of all local, state, and federal fair housing laws for all Residents without regard to color, race, religion, sex, marital status, mental or physical disability, age, familial status, sexual orientation, or national origin.

We believe that equal opportunity can best be accomplished through effective leadership, education, and the mutual cooperation of owners, managers, and the public.

Therefore, as members of the California Apartment Association, we agree to abide by the following provisions of this Code for Equal Housing Opportunity:

- ❖ We agree that in the rental, Lease, sale, purchase, or exchange of real property that, we, as well as our employees, will offer housing accommodations to all persons on an equal basis.
- ❖ We agree to set and implement fair and reasonable rental housing rules and guidelines and will provide equal and consistent services throughout each Resident's tenancy.
- ❖ We understand that we have no right or responsibility to volunteer information regarding the racial, creed, or ethnic composition of any neighborhood, and we will not engage in any behavior or action that would result in "steering."
- ❖ We agree not to print, display, or circulate any statement or advertisement that indicates any preference, limitations, or discrimination in the rental or sale of housing."

### **California Apartment Association "Resident Bill of Rights" (Adopted by CADA):**

"As members of the California Apartment Association, we take pride in providing quality rental homes for our Residents. We value our Residents and recognize our partnership with them in maintaining the rental housing industry. We believe Residents should be aware of their rights in this partnership. Therefore, know that,

- ❖ A Resident has the right to be treated fairly and equitably when applying for, living in, and vacating a rental residence.
- ❖ A Resident has the right to be given notice prior to any entrance into a rental residence by a rental property owner or manager, except in an emergency.
- ❖ A Resident has the right, upon written request to the rental property owner or manager, to a prompt response to requests for repairs.
- ❖ A Resident has the right to a written notice from the rental property owner or manager prior to any rent adjustment.
- ❖ A Resident has the right to the return of any security deposit that may have been collected by the rental property owner or manager and a good faith accounting of any charges against that deposit within 21 days after the rental residence has been vacated."

(The Resident Bill of Rights is not to be construed as a list of legal rights of the Resident or the rental property owner and is not exhaustive or exclusive of any such rights.)

## **CADA OMBUDSMAN PROGRAM**

*Dear Resident:*

In the interest of enhancing CADA's customer service to our Residents, an Ombudsman program exists to assist in the resolution of conflicts and misunderstandings that may arise between CADA management and Residents.

During the course of your residency, if issues arise that you feel are not adequately resolved by CADA staff, you may call CADA's Ombudsman, Betty Gwiazdon, former Director of Program Services for the Human Rights/Fair Housing Commission of the City and County of Sacramento. She may be reached at (916) 517-2270, or via email at [ejgwiazdon@gmail.com](mailto:ejgwiazdon@gmail.com).

The Ombudsman will investigate the matter, and after all the facts have been gathered, the Ombudsman will inform the Resident and CADA staff as to her findings and her recommended course of action. The intent of these recommendations is to correct wrongs and/or make improvements to property management procedures.

### **The Ombudsman has the authority to:**

1. Interview the Resident who has requested the involvement of the Ombudsman.
2. Interview CADA staff involved in the issue.
3. Interview CADA Legal Counsel, if necessary, and, with the consent of the complaining Resident, examine their rental file documents.

### **The Ombudsman does not have the authority to:**

1. Contact a CADA Resident unless the Resident initiates the contact.
2. Act as an 'arbiter' in disputes between Residents.
3. Reverse a CADA decision.

Prior to contacting CADA's Ombudsman, Resident should first attempt to resolve the issue by utilizing the services of CADA's Resident Services Manager. Should either you or the Resident Services Manager require additional assistance to resolve the matter, you are asked to talk with CADA's Property Manager. If after following these steps you feel that your concerns still have not been adequately resolved, you are welcome to ask for assistance from CADA's Ombudsman.

It is CADA's goal is to address and resolve all concerns and complaints from our Residents in a timely and effective manner. If we don't, there may be additional circumstances that hamper our resolution of your concerns.

Sincerely,

*Merri Stutes*

CADA Resident Services Manager

### **To reach CADA's Ombudsman, Betty Gwiazdon:**

**Phone:** (916) 993-8097  
**Email:** [ejgwiazdon@gmail.com](mailto:ejgwiazdon@gmail.com)

## **“ONE ROOMMATE ONLY / CO-RESIDENT MOVE-OUT”:**

Although in most instances roommates / co-Residents stay together for the duration of a residency, a departure of one Resident raises questions as to the disposition of the security deposit and responsibility for rent and any damages. This is to inform you of CADA’s policy, which is in accordance with the state law about this issue.

CADA requires all adult Residents residing in the Premises to complete an application, be approved to rent, and sign the Rental/Lease Agreement prior to moving in. In the event one of the co-Residents moves out before the other, the Resident who is moving is still liable for rent, damages, etc., even though he or she is no longer living in the Premises, unless he or she takes the proper steps to be removed from the Rental / Lease Agreement.\* **Under these circumstances, the security deposit or a portion thereof will not be refunded because CADA does not have possession of the Premises.**

The remaining Resident must be able to qualify for the rental on his or her own if the departing Resident wishes to be removed from the Rental/Lease Agreement. The deposit stays with the apartment until it becomes vacant. When the remaining Resident vacates and CADA receives possession of the Premises, a move-out inspection will be conducted, and any charges will be made against the deposit on account. Financial matters should be settled between co-Residents at the time one roommate or co-Resident moves. **CADA will not arbitrate or become involved in a dispute between co-Residents.**

No refunds will be made of the increased portion of a security deposit paid to keep a pet until the apartment is vacated. Exceptions to this rule may be made in cases of hardship, and must be approved by CADA’s Resident Services Manager and Accounting Supervisor.

A Rental/Lease Agreement is a legally binding document setting forth the responsibilities of the parties.

\* “Proper Steps” are defined as fulfilling any Lease-term, or having co-Resident agree to take full responsibility for the Lease. If this option is chosen, the co-Resident must qualify to rent the apartment on his/her own, and sign a form agreeing to take over the Lease / Rental Agreement. If Residents are on a month-to-month Rental Agreement, each must notify both CADA and any roommate of his or her intent to vacate.

## RENTAL ASSISTANCE PROGRAMS OFFERED BY CADA

CADA manages 750 apartments. Of these 750 apartments, 25 percent are rent-assisted for low-income households. This means that the rent a Resident pays is set as a percentage of income, rather than the market. The number of apartments available at any given time is limited and there are waiting lists for most of CADA's rental assistance programs (as noted below). **Waiting lists are open each year from January 1<sup>st</sup> through March 31<sup>st</sup> (exception: for 2015 the list will open on January 5<sup>th</sup>).** When waiting lists are open pre-applications will be accepted beginning on the date the lists open, and no sooner. Please see below for information on each rental assistance program, as well as a chart of current income limits. (Please note that income limits and rents are subject to change prior to an applicant being offered the opportunity to apply for an apartment.) As of this publication HUD has not yet posted its 2015 rent and income limits.)

**Somerset Parkside Apartments:** This is a 26-unit apartment community located at 1001-1033 Q Street. These two and three bedroom apartments are for families with minor children. Families who are new to the property must have a total household income of no more than 80% of median for the household size. Effective 6-30-14, minimum net rent for a 2-bedroom apartment is \$586, and \$734 for a 3-bedroom apartment. Residents pay 25% of their income, or the minimum rent, whichever is higher. The existing affordable housing program will be replaced with a new affordable housing program in early 2015. Existing residents are expected to pay the greater of 30% of income or a similar minimum rent as noted above. New residents moving into the property *may* be required to pay a rental rate that is closer to a fair market rent, as much as \$774 - \$859 per month for a two bedroom apartment; and \$859 - \$927 per month for a 3-bedroom apartment (based on 2014 HUD income/rent limits; and not reduced for a utility allowance at this time). As CADA knows more about the new program this information will be updated at [www.cadanet.org](http://www.cadanet.org).

**Biele Place Apartments:** This is a 35-unit apartment community located at 1421 15th Street. These 35 one-bedroom apartments are for seniors (age 62 or older), with household income below 80% of median. Residents pay 25% of their household income, or the minimum net rent of \$518 (effective 6-30-14), whichever is greater. The existing affordable housing program will be replaced with a new affordable housing program in early 2016. Existing residents are expected to pay the greater of 30% of income or a similar minimum rent as noted above. New residents moving into the property *may* be required to pay a rental rate that is closer to a fair market rent, as much as \$602 to \$687 per month for a one-bedroom apartment (based on 2014 HUD income/rent limits; and not reduced for a utility allowance at this time). As CADA knows more about the new program this information will be updated at [www.cadanet.org](http://www.cadanet.org).

**Brannan Court Apartments:** This is a 40-unit one and two bedroom apartment community located at 1500 N Street. Income restrictions apply to eight of the 40 apartments. In order to qualify for this affordable housing opportunity, a household must make no more than 50% of median income for the household size. Applicants DO NOT need to meet the additional household criteria of being a senior, disabled, or a family with a minor child. Effective 1-1-14, Residents will pay a net rent of \$616 for a 1-bedroom apartment; or \$685 for a 2-bedroom apartment.

**Johnston House/Don Carlos Apartments:** These two properties are side-by-side on the south side of O Street, between 15th & 16th. Johnston House is a two-story Victorian with a total of six studio and one-bedroom apartments. At Don Carlos, a 2-story row-house property next door, there are eight income-restricted studio apartments. In order to qualify for this affordable housing opportunity, households must make below 80% of median income for the household size. Applicants DO NOT need to meet the additional household criteria of being a senior, disabled, or a family with a minor child. Effective 1-1-14, net rent for the studio apartments is \$431 per month; and \$655 per month for the 1-bedroom apartments.

## **RENTAL ASSISTANCE PROGRAMS OFFERED BY CADA**

**17th Street Commons Apartments:** This is a 29-unit garden-style community comprised of townhomes and apartment flats, located on the east half of the block bound by 16th/17th, P/Q Streets. Income restrictions apply to 12 of the 29 apartments. In order to qualify for this affordable work-force housing opportunity, a household must make less than 60% of median income. Depending on the specific apartment that comes available, effective 1-1-14, net rents are \$700 to \$758 for a 1-bedroom apartment; \$838 to \$842 for a 2-bedroom apartment; and \$914 to \$963 for a 3-bedroom apartment. Applicants DO NOT need to meet the additional household criteria of being a senior, disabled, or a family with a minor child.

**CADA Multi-Site Program:** CADA's multi-site program intersperses critically-needed rent-assisted units throughout the apartment buildings that CADA manages. Existing CADA Residents who have resided at CADA for over one year and meet the income and household criteria are eligible to apply for rental assistance. In addition to making less than 50% of median income, Residents must meet the additional household criteria of being a senior (62 years of age or older), disabled, or a family with a minor child. Rent is 30% of income, or \$150, whichever is higher. A limited number of program slots are available, and CADA Residents who qualify to convert to this program may be required to transfer to a different CADA apartment to receive assistance. Please contact CADA's Housing Assistant for more information. Note: This program is available at this time only to existing CADA Residents.

**Fremont Apartments:** This is a 20-unit garden-style community of studio apartments, located at 15th & P Streets, across from Fremont Park. Income restrictions apply to 12 of the 20 apartments. In order to qualify for this affordable work-force housing opportunity, a household must make below 80% of median income. Applicants DO NOT need to meet the additional household criteria of being a senior, disabled, or a family with a minor child. Effective 1-1-14, the assisted net rent is \$546 per month. There is no waiting list for this affordable housing opportunity. Please check CADA's Apartment Availability Listing for current availability at this property or contact CADA's Housing Assistant for more information.

### **HUD INCOME ELIGIBILITY LIMITS AS OF DECEMBER 13, 2013:**

<b>Household Size</b>	<b>50% of median</b>	<b>60% of median</b>	<b>80% of median</b>
<b>Single person household</b>	\$24,050 a year \$2,004 a month	\$28,860 a year \$2,405 a month	\$38,550 a year \$3,212 a month
<b>Two person household</b>	\$27,500 a year \$2,291 a month	\$33,000 a year \$2,750 a month	\$44,050 a year \$3,670 a month
<b>Three person household</b>	\$30,950 a year \$2,579 a month	\$37,140 a year \$3,095 a month	\$49,550 a year \$4,129 a month
<b>Four person household</b>	\$34,350 a year \$2,862 a month	\$41,220 a year \$3,435 a month	\$55,050 a year \$4,587 a month

# **CADA ROOMING HOUSE POLICIES**

(Information applies only to Residents residing **1619 Q Street only**)

This economical housing opportunity requires Residents to share a kitchen and bathrooms, which can be a challenge at times. If Residents abide by a few simple rules, and respect their neighbors, the rooming house system works. At this rooming house property, Residents are provided with a locker to store any non-perishable items (dishes, pots & pans, etc.). All cooking and eating utensils are to be provided by each Resident, and should not be used by others without permission. A large refrigerator is provided in the community kitchen for Residents to share. It is expected that everyone will abide by an "Honor System" and not take items belonging to others. Consideration of other Residents is an absolute must and cooperation with the rules will enable everyone to get along.

## **Each room is furnished with the following items:**

- Twin bed
- Desk and chair
- Built-in lamp
- Dresser

## **Rules and Regulations for Rooms:**

- a. Be courteous to your neighbors. Observe quiet hours.
- b. No guests are allowed at the property after 10:00 p.m.
- c. No cooking in rooms.
- d. No personal refrigerators, hot plates, or microwaves are allowed in the rooms.
- e. No storage of food in rooms.

## **Rules and Regulations for Kitchens:**

- a. Management is not responsible for lost property.
- b. Resident must wash and store cooking utensils immediately after use. Residents are solely responsible for keeping the kitchen clean.
- c. Place garbage in containers provided. All wet garbage should be placed in plastic bags before dumping in containers.
- d. Use of the kitchen is on a first-come, first-served basis.
- e. Clean all kitchen areas you use.
- f. Notify any breakage or theft to management. This is a community kitchen but the food is not community property. Anyone taking another's food will be asked to move from the property.
- g. Mark items with your room number placed in refrigerator.
- h. Kitchen will be closed at 10:30 p.m. every night and open at 7:00 a.m.
- i. Use of kitchen tables for preparation of/and eating of food is a priority over recreational use.
- j. Only Residents of the rooming house properties may use the kitchen/s or laundry rooms.

## **Rules and Regulations for Common Areas:**

- a. No guests are allowed at the property after 10 p.m.
- b. The laundry rooms are for the convenience of the Residents. Non-Residents are not allowed to do laundry in this facility. Please clean laundry room after each use.
- c. Management is not responsible for articles left in the community kitchens, bathrooms, or lounge area. No pets are allowed at CADA rooming house properties.