

Resident Handbook for Family Housing

GENERAL RULES AND REGULATIONS

MANAGED BY BOYNE CITY HOUSING COMMISSION

Adopted by the Board of Commissioners 10/22/2025

Fair Housing Policy

BCHC is committed to compliance with all federal, state, and local fair housing laws. We do not discriminate against any person based on race, color, religion, sex, disability, familial status, national origin, age, sexual orientation, gender identity, or any other protected class. Every resident has the right to enjoy their home free from discrimination, harassment, or interference with their peaceful enjoyment of the property.

If you believe you have been subjected to housing discrimination, you may file a complaint with:

- U.S. Department of Housing and Urban Development (HUD) – Fair Housing
Hotline: 1-800-669-9777 or online at www.hud.gov/fairhousing
- Michigan Department of Civil Rights – Toll-free: 1-800-482-3604

BCHC takes these protections seriously and will take appropriate action if any violations occur within our communities.

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Moving In

ENJOY your new home! Be sure that you properly dispose of or recycle the moving boxes, and you do not leave items outside. If after you move in, you find you do not remember something from orientation, contact the office.

As a reminder, tenants are renting these homes and as the owners, BCHC is responsible for the adherence to city and state codes, HUD regulations, and Insurance, therefore, we will do what is necessary to enforce the rules while allowing the tenants to live their lives as comfortably as possible.

General Information

Management/Office

The Boyne City Housing Commission (BCHC) manages the housing that you reside in. The office is located at 829 South Park Street, Boyne City, MI 49712. The office can be contacted by calling (231)582-6203. Please leave a message if the phone is not answered and we will return your call as soon as possible. Please do not repeatedly call the office phone. Office hours are posted at the management office.

ACOP

The ACOP is the Admission and Continued Occupancy Policy. This policy sets the policy for the entire program and is an addition to this policy and the lease. The ACOP is available to read on our website at www.boynecityhc.org and in the Community room at Litzenger.

Drop Box

The management office has two drop boxes for your convenience. One is located inside by the window, and the other is outside by the entry door. You can place all rent payments, paperwork, or anything else that is needing to be delivered to the office. Note: we do not accept cash for rent payments so please do not place cash.

Telephone/Email

It is your responsibility to keep the office informed of all changes to means of communication with the household. Please be sure to contact us if you get a new phone number and you can always give us an email address and we will attempt to communicate with you first through email.

Work orders

The BCHC maintenance team plays an important role in keeping all **109 units** and the property grounds in good condition. Their responsibilities include unit turnovers, work orders, and general upkeep. To help us serve you effectively:

- **Submit Requests Properly:** All work orders must be submitted to the office by phone or in writing. The office assigns work to maintenance in the order received and based on severity.
- **Priority of Work Orders:** Emergency or urgent issues will move to the top of the list. If the severity of your request changes, notify the office right away.
- **Do Not Approach Maintenance Directly:** Please do not stop maintenance staff to ask about the status of your work order or request additional work. All requests must go through the office.
- **Follow Up:** If you feel your work order is taking longer than expected, follow up with the office. While we may not be able to give you an exact completion time, we will provide updates as available.

Maintenance Emergencies

After hours, weekends, and holidays, maintenance will only respond to emergency work orders calls. Please call (231)675-6483 to report these emergencies. Leave a message if required.

Policies/Procedures

Complaints/Suggestions/Concerns

All complaints, suggestions, or concerns must be made to the office in writing or by email. It is management's responsibility to determine if someone has broken the lease or if something needs to be handled. Management does the best they can to keep the complaint confidential, however that is not always possible. All concerns need to be directed at Management. If your concerns are not addressed, a written statement needs to be made to the Executive Director (E.D.).

Resident behavior

BCHC expects all residents, household members, and guests to respect the rights, safety, and comfort of others. Please keep in mind that because of the type of housing that you are living in, there may not be a lot we can do about something, and we may ask that you take the issue to the police. The following rules apply:

Respectful Conduct

- Residents may not engage in any behavior that interferes with the rights, health, safety, peaceful enjoyment, comfort, or convenience of others.
- Treat others courteously, politely, and with respect.
- Resolve disputes calmly and respectfully before they escalate.

Harassment, Abuse, and Prohibited Conduct

Residents, household members, and guests may not abuse or harass others, including landlords, staff, contractors, or neighbors. Prohibited conduct includes, but is not limited to:

- Assault, battery, unwanted touching, or threats of physical harm.
- Emotional harassment, excessive verbal abuse, foul or abusive language.
- Verbal or written threats of violence.
- Derogatory name calling, racial or ethnic slurs, or ridiculing others for religion, social status, disability, or other characteristics.
- Spreading false claims, rumors, or unfounded accusations of theft.
- Bullying, intimidation, or intentionally threatening behavior.
- Stalking, looking into windows, or otherwise invading another resident's privacy.
- Harassing telephone calls.
- Soliciting or begging other residents for food, cigarettes, medications, or money.

Privacy and Boundaries

- Respect the privacy of other residents.
- Do not enter another resident's home without permission.
- Do not place items on or under another resident's door without permission.
- Do not enter any unit under construction or renovation unless escorted by management.
- Do not photograph or record other residents without permission. (Note: security cameras installed by residents are allowed, provided they only record what can be seen in plain view.)

Safety and Maintenance

- Smoke and carbon monoxide detectors must never be tampered with. Report immediately if a detector is not working.
- Report all maintenance needs or work orders to the office promptly.
- Trash must be removed from the home regularly and placed in designated receptacles.
- Do not interfere with management or maintenance staff while they are performing their duties.

Quiet Enjoyment

- Quiet hours are 10:00 p.m. to 8:00 a.m. Residents must keep noise to a reasonable level at all times.

Serious Lease Violations

The following conduct is considered a material lease violation and may result in immediate termination of tenancy:

- Harassment, bullying, or abusive behavior as listed above.
- Threats, violence, or intimidation toward others.
- Discrimination, slurs, or degrading remarks targeting other residents, staff, or guests.
- Stalking, invasion of privacy, or unwanted surveillance.

- Interfering with the safety, security, or peaceful enjoyment of others.

Supervision

Residents are responsible for the actions and behavior of their household members and guests at all times while on BCHC owned property. Individuals who are unable to safely and independently use indoor and outdoor spaces must be accompanied and supervised by a responsible person.

Prohibited Items & Activities

To ensure the safety of all residents, protect property, and comply with HUD and local fire safety regulations (including NSPIRE health and safety standards), the following items and activities are **strictly prohibited** in all BCHC Family Housing units, yards, and outbuildings:

1. Pools, Hot Tubs, and Large Water Features

Swimming pools of any size (including small inflatable or “kiddie” pools), hot tubs, and large water toys are not permitted. *Reason:* Slip hazards, water damage risk, and child safety concerns.

2. Waterbeds

Waterbeds are not permitted in any unit. *Reason:* Excessive weight load and potential water damage.

3. Large or Hazardous Play Equipment

Trampolines, swing sets, horseshoe pits, permanent or in-ground sandboxes, large slides, bounce houses, or other freestanding play structures are prohibited. *Reason:* Liability and insurance restrictions, injury potential, and property damage.

4. Fire Pits, Open Flames, and Unauthorized Grills

Fire pits, homemade grills, chimineas, and open-flame grills are prohibited.

Only grills meeting the BCHC Grill Policy are allowed and must be used outdoors, at least **10 feet from the building**, and stored **at least 3 feet away** when not in use. *Reason:* Fire hazard and NSPIRE violation for combustible clearance, and insurance restrictions.

5. Hazardous or Flammable Materials

- Kerosene, propane cylinders (except for small grill tanks per policy), lighter fluid, fireworks, firecrackers, or any other flammable/explosive materials are prohibited. *Reason:* Fire safety and insurance restrictions.
- Common household products (e.g., cleaning supplies, aerosol cans) may be kept only in their original containers and used as intended. Gasoline is allowed for mowers if in an approved container and not allowed to be stored in shed that is attached to house.

6. Fireworks or Pyrotechnics

The use or storage of fireworks, sparklers, or other pyrotechnic devices is strictly prohibited. *Reason:* Fire and injury hazard. Violation may result in immediate lease termination.

7. Non-Approved Outdoor Appliances or Furniture

Space heaters designed for outdoor use, refrigerators/freezers outside, washing machines, or other major appliances are not permitted outdoors or in sheds attached to the home. *Reason:* Electrical and safety hazards.

8. Unapproved Generators or Fuel-Powered Tools

Portable generators, gas-powered pressure washers, or other non-approved fuel-based equipment may not be stored or operated near the unit. *Reason:* Carbon monoxide and fire hazard.

9. Structural Modifications or Digging

Residents may not install posts, fences, or dig holes for any purpose without written approval. *Reason:* Utility line safety and property damage prevention.

Motorized and Recreational Vehicles

To maintain safety, prevent damage to property, and comply with HUD and insurance guidelines, the following rules apply:

1. Prohibited Vehicles

The following are not permitted to be stored, operated, or repaired on BCHC property (including yards, driveways, or common areas):

- a. All-terrain vehicles (ATVs), four-wheelers, dirt bikes, minibikes, go-karts, motorized scooters,

snowmobiles, or similar off-road or recreational vehicles.

- b. Any unlicensed or inoperable vehicle (including cars without plates, flat tires, or expired tags).
Reason: Fire and injury hazard, excessive noise, property damage, and violation of HUD's requirements for safe and sanitary grounds under 24 CFR § 5.703(f).

2. Repairs and Maintenance

- a. Vehicle repairs beyond minor emergency fixes (such as changing a tire or battery) are prohibited.
- b. Residents may not perform oil changes, fluid drainage, or mechanical work on site.
Reason: Environmental contamination and safety hazard.

3. Permitted Vehicles

- a. Passenger vehicles (cars, SUVs, and street-legal motorcycles) that are registered, insured, and in working condition may be parked only in designated driveways or parking areas.
- b. Bicycles and non-motorized scooters are allowed when used safely and stored appropriately.

4. Storage and Operation

- a. No recreational vehicles (RVs), trailers, boats, or campers may be stored on the property without written approval.
- b. Residents may not operate motorized vehicles on lawns, sidewalks, or play areas.
Reason: Grounds damage and safety risk to children and neighbors.

Approved Household & Play Items

The following items are typically acceptable for family use when kept in good condition, used safely, and stored properly. These items support a family-friendly environment while maintaining safety and compliance:

1. For Small Children

- a. Outdoor play items (portable)
 - i. Small plastic toddler slides, ride-on toys, wagons, push cars, or tricycles.
 - ii. Collapsible play tents or small pop-up tunnels.
 - iii. Sandbox *with a lid* (no in-ground or built-in sandboxes).
 - iv. Children's sports balls, jump ropes, and outdoor games (e.g., beanbag toss).
- b. Indoor play items
 - i. Play kitchens, dolls, toy bins, and child furniture made of non-flammable materials.
 - ii. Battery-operated toys (no fuel or plug-in ride-on vehicles indoors).

2. For the Household

- a. Patio chairs or small outdoor tables (non-flammable materials only).
- b. Small, UL-listed electric space heaters (indoor use only).
- c. Bicycles and scooters (must be stored safely when not in use).
- d. Grills used and stored according to the Grill Policy.
- e. Potted plants and small garden decorations (non-hazardous, placed safely away from walkways).
- f. Children's garden boxes or planters (must be above-ground and removable).

3. General Safety Reminders

- a. Play equipment must not block walkways, exits, or utilities.
- b. All outdoor toys must be moved during mowing or maintenance.
- c. Items may not be attached to buildings, fences, or trees.
- d. Any outdoor item that becomes unsafe, broken, or unsightly must be removed upon request by management.

Insurance & Liability

BCHC maintains insurance on the property itself. However, this does not cover the residents' personal belongings or personal liability.

- **Renter's Insurance:** All residents, at residents' sole expense, are strongly encouraged to obtain renter's insurance. A renter's policy can protect your personal possessions from damage or theft and provide a critical layer of liability coverage in case of an accident on your property that causes injury to a guest. The property is not responsible for personal item loss due to appliance failure.

- **Liability:** The resident is fully responsible and liable for any damage to the property or injury to themselves, their family members, or their guests that results from a failure to follow the rules outlined in this handbook.

Reporting Incidents: Any damage to the property or serious incidents that occur must be reported to the housing agency within 24 hours.

Smoke/Marijuana Free

BCHC takes this policy very seriously. Refer to the Smoke-Free/No Open Flames Policy/Lease Addendum for more information. Marijuana is prohibited from being possessed or used in or on Family Housing/BCHC owned property. When we do an inspection, we should NEVER smell marijuana in the house. We will lease violate if the smell is excessive, and if we have proof that the policy has been violated. Marijuana is still federally illegal. If you suspect that someone is smoking in their houses, you must report this to the office and the office will handle it as needed. Any deviation from this policy will result in termination of tenancy.

Right of Entry

Entry to Unit: BCHC reserves the right to enter your dwelling unit during reasonable hours to:

- Respond to service requests,
- Conduct inspections or preventative maintenance, or
- Protect the property if there is reason to suspect a problem.

Notice of Entry

- Advance notice will be given for all non-emergency entry.
- In emergencies or suspected emergencies, BCHC may enter without notice.
- Notice will include the date of entry but not a specific time, as scheduling cannot be guaranteed.

Additional Notes

- Please see the pet/animal section for details on how pets must be handled during visits.
- BCHC is required to conduct inspections and preventative maintenance. Your cooperation in allowing access helps keep the property safe and in good condition.

Inspections

See ACOP for inspection information.

Rent Payments/Repayment Agreements

See ACOP Rent Policy and Repayment Policy

Pet

See ACOP for Pet Policy.

Keys

Please note that if your keypad is flashing red, you must put in a work order as soon as possible as that is a sign that your keypad batteries are dying. See Key policy for more information.

Visitors

Residents are responsible for their guests. A resident must notify the office when overnight guests will be staying in the house for more than three days. See ACOP for Guest policy.

Trash disposal

For your convenience, BCHC provides each house with a trash bin at moving in. All trash should be placed in the trash bin and the lid should close to deter animals. If the trash company reports that there were extra items for pickup, you will be charged the excess fee. Trash bins are to be placed by the curb on pick up day no later than 7:00 am and returned to your home from pick up. Please store them either inside your shed or behind your shed.

- City-wide rubbish pickup occurs twice a year in the spring and fall. Please take advantage of these times. HOWEVER, do not put the items out for pickup prior to the authorized time and do not have them sitting

outside of your unit preparing for the pickup. Find other ways to dispose of it.

- County hazardous waste pickup occurs once a year and if necessary BCHC Management will come around to pick up the items from you. If you have items, please inform the office as you have them and we will let maintenance know. This may include items such as microwaves, televisions, computers, batteries, paint, etc. and they will dispose of them at no extra cost to you.

Recycling

BCHC actively recycles and encourages all to do the same. The main Recycling drop off area in Boyne City is located at 1251 Boyne Avenue (American Waste Recycling Location). Please bundle paper, clean containers and deposit into the appropriate marked containers. Brown cardboard boxes are to be flattened.

Snow Removal

It is the tenant's responsibility to remove the snow from driveways and walkways to all entrances of the home within 24 hours after snow has stopped falling according to the City of Boyne City code. If you fail to complete this task, you will be lease violated and given a follow-up date. If the snow is not cleared by the follow up date/inspection, we will complete the work, charge the tenant, and start termination proceedings for failing to keep the unit safe and habitable.

Yard & Lawn Care

- **Tenant Responsibility:** Tenants must maintain the yard surrounding their home. This includes mowing, trimming, raking, and weeding all areas. Flower beds must also be maintained.
- **BCHC Responsibility:** Trees and shrubs will be trimmed by BCHC as needed. Any landscaping changes require prior written approval from BCHC.
- **Standards:** Grass may not exceed 6 inches in height (about ankle height). City code requires all homes to keep lawns maintained, and BCHC must enforce this rule.
- **Inspections & Enforcement:** BCHC management regularly checks exterior properties. If a yard is not maintained:
 1. A warning will be issued.
 2. A lease violation will follow if the issue is not corrected.
 3. Continued failure may result in charges or termination of tenancy for not maintaining the unit.

Storage

Each unit is provided with a storage shed. The shed may be secured by the tenant. Power machinery that requires flammable fuel (gasoline, diesel) is not allowed to be stored in the storage shed. If you wish to have another form of storage you have to get a shed that is easily removed from the property and does not damage the yard.

Off-limit areas

Any houses/units under repair/construction/renovation, maintenance shop, electrical room, mechanical room, elevator rooms, storage rooms, property vehicles and garage are off limits to all residents. We are unable to loan tools, supplies, or equipment to residents. We do not store personal items for residents.

Parking & Vehicle Policy

Each home is provided with off-street parking for residents and their guests. If your home shares a driveway, you and your guests may only park on your half. Boyne City ordinance prohibits overnight street parking. Because some driveways are short, BCHC may approve one additional parking space, in writing, at a designated location. To ensure safety, compliance with city ordinances, and fair use of limited space, residents must follow these rules:
General Parking Rules

- Only one vehicle per licensed, actively driving resident is allowed unless prior approval is given by BCHC. An "active driver" is a resident who drives their vehicle at least once per week.
- Improperly parked vehicles will be towed at the owner's expense.
- Residents must be able to move their vehicles promptly if requested.

Vehicle Condition

- All vehicles must be properly registered, insured, and in operating condition.
- Non-operational, unlicensed, or “junk” vehicles must be removed within 7 days or will be towed at the owner’s expense. Residents must notify the office if a vehicle becomes inoperable.
- BCHC may require proof that a vehicle is operational, insured, and registered.

Recreational & Commercial Vehicles

- Parking of commercial trucks, RVs, boats, campers, or trailers is not allowed unless in a designated area approved by BCHC.

Winter Parking Rules

- From December 1 to March 31, City of Boyne City prohibits street parking between midnight and 8 a.m. for snow removal. Vehicles parked in violation will be towed at the owner’s expense.

Vehicle Use & Behavior

- No loud mufflers, revving engines, tire squealing, or unreasonable car alarm noise.
- Speeding should be reported directly to the Boyne City Police Department (roads are public and not controlled by BCHC).

Vehicle Maintenance & Washing

- Residents may not perform vehicle repairs or washing on the property. This includes oil changes, engine work, or using hoses for washing.
- Flat tire changes are permitted if done safely, but vehicles cannot be left on a jack.
- Cosmetic changes (like replacing a bumper) are permitted if the vehicle is not left unsafe or inoperable.
- Residents must use local car washes for cleaning.

Liability

- BCHC is not responsible for damage, theft, or vandalism of resident vehicles.
- Residents are responsible for any damage their vehicle causes to other property or vehicles.

Water use

BCHC pays for the water used in the Houses. Water conservation is also a very important thing to consider for all. Because of this, we have established the following water conservation policies:

- If you notice any dripping faucet or running toilet, report to the office immediately, this includes outside spigots.
- If we find on our bills that the usage is excessive, we will contact to do an inspection and discuss with the tenant. If find that this is from a tenant, we will charge the tenant.
- Outside faucet is for gardening purposes and watering the grass only.
- Washing vehicles is NOT allowed.

Pest control

Maintaining a pest-free home is a joint effort between residents and BCHC to ensure a safe, healthy living environment.

Resident Responsibilities

- Keep units clean and free of food debris, spills, and garbage.
- Seal trash in bags and place in designated containers.
- Report any signs of pests (rodents, cockroaches, insects, etc.) to management immediately.
- Allow access for inspections and treatments. Failure to cooperate may result in termination of tenancy.
- Residents may use over the counter items for home pest control such as ant traps. Discuss with the office prior to use.

BCHC Responsibilities

- Provide professional pest control services as needed.
- Respond to resident reports by scheduling inspections and treatments.
- Follow the treatment process and recommendations of licensed pest control professionals.

Prohibited Actions

- Residents may not apply their own pesticides, traps, or chemical treatments. These may be unsafe, ineffective, or interfere with professional treatments.
- BCHC reserves the right to determine the type of treatment and frequency necessary.

Wildlife/Stray Animals

Do not feed stray wildlife (turkeys, squirrels, chipmunks, etc.) or any stray animals. It is acceptable to have bird feeders and we know that you can't control it if other animals get in that.

Self-renovation

No changes can be made to the house such as flooring, cabinets, lighting, tubs, plumbing without prior written approval from management prior to the change.

House door

The door to each house must be kept closed except for ingress and egress. All decorations placed on the outside of the house must be appropriate and management has the right to ask for any item to be removed at any time for any reason. No holes may be put into the house doors. Command hooks can be used on the doors.

Window Coverings

You may install personally owned draperies or blinds to cover your windows. Maintenance will not install draperies or blinds. Blankets, sheets, etc. must not be used at draperies.

Air Conditioning

Window air conditioners are allowed in the windows only if they are not permanently installed. That means that if the window were to be opened, the air conditioner would fall out. The other option is a portable air conditioner that is designed to sit on the floor and have a part that sits in the window and be held in the window. Blocked egresses from air conditioners are health and safety violations.

Television Service

Your home is pre-wired for cable television. If residents want cable/satellite service, the residents must notify the company themselves of this service and are responsible for all installation fees as well as monthly service charges. The policies of BCHC prevent you from installing any antennas or satellite dishes on any building on the premises including the house and shed. Satellite service may be installed on a yard pole and such pole must be removed when resident moves out. A \$100 satellite service removal will be charged upon moving out if the pole has not been removed.

Flooring

Residents are required to have carpets/flooring cleaned at their own expense.

Appliances

Each residence is equipped with a **range** and **refrigerator**. Maintenance will perform normal repairs, but residents will be charged for damage caused by misuse or excessive wear.

Range

- Clean burners, oven, and drip areas regularly.
- Remove grease, crumbs, and buildup to prevent fire hazards and insect problems.

Refrigerator

- Clean inside regularly and dispose of old food.
- Use baking soda to reduce odors and mild baking soda solution to wipe shelves and door seals.
- Keep the back free of lint/dust and clean underneath periodically.
- Do not use sharp tools or heat to remove ice — this will damage the unit.

Washer/Dryer Hookups

- Units are plumbed and wired for standard appliances.
- If your dryer cord does not match the outlet, you must provide the correct cord.
- BCHC will not change outlets.
- Dryer exhaust vents must meet **NSPIRE safety standards** and be made of approved materials.

Lighting

Residents are not permitted to change out any light fixtures without written permission from management.

Bathtub/showers

No alterations can be made to any bathtub/shower without prior written permission from management.

Plumbing

Never put grease, coffee grounds or tea leaves down the drain. Residents who clog drains with excessive food peelings, grease, paper products or toys will be billed for maintenance services. Baking soda and vinegar down the drains once a month will help keep them free of clogs and odors. To limit damage and excess water usage, please report any leaking pipes or dripping faucets immediately.

Toilet

Do not flush diapers, feminine products, baby wipes, “flushable wipes” or paper towels down the toilet. If these items cause a backup, there will be a charge for labor and parts needed to correct the situation. Please monitor your children to keep them from putting small toys down the toilet. Do not attempt to flush large, discarded food items down your toilet. Keep small bottles of personal products away from the back of the tank.

Wall & Decoration

- You are welcome to decorate and hang pictures, mirrors, or wall hangings. Use hangers that will not damage the walls.
- Do **not** use adhesive, tape, wallpaper, contact paper, paneling, borders, or mirror tiles on walls, counters, or other surfaces. Only removable stencils that do not damage walls are allowed.
- Painting walls may be permitted, but you must get **written preauthorization from BCHC** before doing so.
- At move-out, do not attempt wall repairs. Maintenance will inspect and repair as needed. Small nail holes and normal wear and tear are acceptable.

Residents Using Oxygen

In the event a resident requires oxygen as a result of any breathing problem, the following rules shall apply and will be strictly enforced:

- Keep the liquid oxygen unit and oxygen tubing away from any source of heat. This includes open flames, stoves, space heaters, and large windows.
- Keep oxygen units away from all flammable material such as oil, grease, Vaseline, hair lubricants, face and hand lotions, and aerosol sprays.
- Do not place oxygen equipment in a storage area such as a closet. Any non-vented oxygen could create a fire hazard.
- It is best to use a microwave oven when cooking. If the resident desires to cook using a conventional stove, it is necessary to secure the cannula over the ears and behind the head instead of under the chin. The oxygen tubing should be secured to the side of clothing at the waist with a large safety pin in order to keep the oxygen tubing away from the source of heat.
- Keep the liquid unit upright at all times to avoid spillage. If a spill occurs, open doors and windows to ventilate the area and call the oxygen provider immediately.

Housekeeping Standards

The following standards have been developed as the minimum acceptable standards for housekeeping under NSPIRE. Each resident will be expected to maintain their house accordingly and will be used as a basis for inspections. The standards that follow will be applied fairly and uniformly to all residents. Upon completion of an inspection, management will notify the residents in writing if failure to comply with standards was found. Management will advise the residents of the specific correction(s) required to establish compliance. Information will be provided upon request for various housekeeping assistance that may be available. Within a reasonable period of time, a reinspection of the house will be scheduled. Failure to comply with the requirements as requested will require lease violations and possible termination of tenancy. The resident is required to abide by the standards set forth below. This list is not an exhaustive list but a general list of expectations.

General Housekeeping

Interior

- Walls, ceilings, woodwork, and doors must be clean and free of grease, dirt, cobwebs, stickers, holes, gouges, or scratches.
- Floors must be clean, dry, and free of hazards.
- Windows must be clean and not blocked.
- Entire unit must be free of clutter, pests, rodents, and insects.
- All rooms must have a clear and unblocked exit (egress).

Kitchen

- Range, stovetop, and exhaust fans must be clean and free of grease. Stovetops may not be used for storage.
- Refrigerator and freezer must be clean, with old food discarded. **Freezers** should close properly and not have more than one inch of ice.
- Cabinets, countertops, and food storage areas must be neat and clean, free of grease, spilled food, and clutter. Do not overload cabinets; heavy pots/pans should not be stored under sinks.
- Sinks must be clean and free of grease and garbage. Dirty dishes should be washed and put away promptly.
- Report any leaks immediately (sinks, faucets, tubs, or toilets).

Bathroom

- Toilets, tubs, and showers must be cleaned regularly, free of mold, mildew, and odors.
- Shower curtains must be in place and of adequate length.
- General Storage & Safety
- Closets should be neat and free of highly flammable materials.
- Trash must be taken outside regularly and never left outside doors.
- Items must not block hallways, sidewalks, entrances, or passages.
- Outdoor egress must remain clear at all times; report any blocked exits to the office immediately.
- Items are to be stored in sheds only. No upholstered furniture, mattresses, or other items may be stored outside.

Exterior

- Porches and exterior stairs must be clean and free of hazards.
- No shades, awnings, projections, air conditioners, antennas, wiring, signs, or medallions may be installed without landlord's written approval.

Exterior decorations

Holiday lights and decorations are allowed. Lights may not be hung on the house with nails, screws, staples etc., with the exception of the use of small brass hooks that are to remain permanently fixed to the structure's trim (not siding). Lights and decorations can also be attached with temporary/removable outside *non-adhesive* hooks. Decorations may not attach to the roofs. Decorations must be installed and removed (including the temporary attachments) in a timely manner. Excessive decorations and/or old untasteful decorations will be addressed. Birdfeeders and Shepherd Hooks are allowed outside your residence as long as the feeders are kept clean and well attended.

Mailboxes

Your mailbox is located on Wenonah Street (2 multi-boxes) or in front of your house. The number of your mailbox will be given to you upon move in. You will have one key for the mailbox. If you are going to be away for an extended period of time, please notify the letter carrier and have your mail held at the post office. You will be responsible for notifying the post office of your new forwarding address upon move out.

Public Transportation

The Charlevoix County Transit Bus operates transportation for the county of Charlevoix. Call 231-582-6900 to arrange your transportation. Advance reservations are required.

File of Life & Emergency Information

- Each household should complete or update a **File of Life form** at least every two years.
- Place the completed form on the **front of your refrigerator** so paramedics can find it in an emergency.
- The form should include:
 - Past and current illnesses
 - Medications and allergies
 - Doctor's information and important health details
- New forms are available from the office at any time. Request one if your health, doctor, or medications change.
- You may also provide copies of **advance medical directives** (such as a living will or DNR).
- An **Emergency Contact form** is kept in the office file. Please update it whenever contact information or doctor information changes.

Security

Please report anything you see that is suspicious in your neighborhood or adjoining grounds **WHEN YOU SEE IT** to 911 and then report to the office at (231) 582-6203 during work hours, so that management can investigate.

Moving Out

Just as there are certain things to remember during move-in, there are certain procedures to follow when you move out. Please take note of the following so that we may be able to return your full security deposit.

- Notify the office at least 30 days prior to moving out. Vacating notices may be obtained from the office. You will need to provide a forwarding address. Notice may be given on any day of the month. The 30-day notice is required under all circumstances.
- Be sure your rent (through the end of the 30-day notice) and all other charges are paid prior to moving. Your remaining security deposit will be released after charges are paid and your account is settled. Any charges in excess of your security deposit will be billed to you. Payment should be made within 30 days. Please be sure that these charges are paid as unpaid charges could result in an unfavorable landlord reference and could result in denial or termination of subsidy for you at a later date.
- Make sure your unit is thoroughly cleaned. The unit should be left in the same condition as when you moved in except for normal wear and tear.
- Remove all outdoor and shed items. Remove satellite dish pole if applicable.
- Take everything that belongs to you. Anything left in your unit after the final inspection and the return of your keys will be assumed to be unwanted and will be discarded. There will be a charge for any items that must be removed. Please do not leave mattresses, couches, chairs, or any other large items in the unit. These should be removed prior to the final inspection.
- Return all keys to the office. If you are in possession of your keys, you are still in possession of your unit and we will continue to charge you rent. If the keys are not returned and it appears the unit has been vacated, the locks will be changed and the residents will be charged for non-returned keys. You are able to place the keys in the Dropbox when you are done with the unit however, we will consider the unit vacated when the keys are extracted from the Dropbox, not when you place them in the box.

Emergency/Safety Procedures

Fire Safety Information for Tenants

If You See or Suspect a Fire

- Go to the nearest exit and leave immediately.
- Close doors behind you to slow the spread of smoke and fire.
- Do not stop to collect personal belongings.
- Once outside, do not go back inside unless instructed by the fire department.

If You Cannot Exit

- Go to a window and signal for help so firefighters can see you.
- Keep all rooms with a clear, unblocked exit route at all times.

Emergency Response

- Call 911 right away for any type of fire or smoke emergency.
- Follow instructions from the fire department.

Smoke Detectors

- Smoke detectors are very sensitive and inspected at least once a year.
- Steam or cooking smoke may trigger alarms:
 - Use the bathroom fan during showers.
 - Always use the stove exhaust fan when cooking.
 - Remember to turn fans off when finished.

Carbon Monoxide Safety Information for Tenants

What is Carbon Monoxide (CO)?

- A colorless, odorless gas that can cause serious illness or death.
- Produced by fuel-burning appliances like furnaces, stoves, ovens, fireplaces, gas water heaters, and cars.

Health Symptoms of CO Poisoning:

- Headache, dizziness, nausea, vomiting, weakness, chest pain, confusion, or loss of consciousness.
- Symptoms often feel like the flu but without a fever.

Prevention Tips:

- Never use gas ovens, grills, or generators to heat your apartment.
- Do not use charcoal grills or portable fuel-burning devices indoors.
- Ensure proper ventilation when using fuel-burning appliances.
- Report any unusual smells, appliance problems, or ventilation issues to management immediately.

Carbon Monoxide Detectors:

- Your unit is equipped with a CO detector. Do not remove, disable, or cover it.
- Test detectors monthly by pressing the test button.
- Report a missing or malfunctioning detector right away.

What to Do if the Alarm Sounds:

1. Move everyone outside to fresh air immediately.
2. Call 911 and report suspected carbon monoxide poisoning.
3. Do not re-enter the building until emergency personnel say it is safe.
4. Contact property management once you are safe.

Kitchen Safety

The kitchen and cooking areas contain equipment and surfaces that can pose risks if not used properly. If you experience a fire, leave the premises and call 911 immediately and then notify BCHC. To promote the safety of all residents, household members, and guests, the following rules apply:

- Only individuals who can safely operate kitchen appliances (such as the stove, oven, or microwave) should use them.
- Hot surfaces, pots, pans, and heated food or beverages must be handled with care to avoid injury.
- Residents shall not store pots, pans, grease/oil, or old food on top of the stove burners or inside the oven.
- Cooking grease/oils and food scraps should be removed and discarded appropriately after each use.

- Maintain a safety zone of at least 3 feet around the stove, oven, or any area where hot food or liquids are being prepared or served.
- Any person who is unable to safely remain in or near this area should not be present without supervision by a responsible person.
- Residents must remain in the kitchen while cooking. Never leave hot grease or oil unattended. If you must leave the kitchen for any reason, turn the stove/oven off.
- Residents are responsible for ensuring that household members and guests use kitchen areas safely and appropriately.
- No individual should play, loiter, or engage in activities in the kitchen that could create hazards for themselves or others.
- Do not pour cooking grease or oil down the sink drains. Allow grease and oil to cool, place them in a glass jar with a metal lid, and dispose of the sealed container in the garbage.
- Keep an oven mitt and lid nearby when cooking with oil. If a small grease fire starts in a pan, smother the flames by sliding the lid over the pan and turning off the burner. Do not move the pan. Leave the lid in place until the pan is completely cool.
- If a small fire starts in the oven, turn off the heat and keep the oven door closed to prevent flames from escaping.
- Keep all flammable materials (plastic bags, paper products, cardboard, etc.) away from the stove/oven at all times.
- Wear short, close-fitting sleeves when cooking. Loose clothing can dangle into burners and catch fire if exposed to a flame or hot surface.
- Stove and oven burners should be turned off immediately after use.
- In case of smoke, fire, or other emergencies, residents should call 911 and notify management.

Tornado Safety

- **Watch** = a tornado is possible.
- **Warning** = a tornado is happening or about to happen — go to a safe place immediately.
- Follow local news, official social media, and instructions from state/local officials.
- Go to a safe shelter: basement, storm cellar, safe room, or small interior room on the lowest level of a sturdy building.
- Stay away from windows, doors, and outside walls.
- Do **not** take shelter under an overpass or bridge; a low, flat area is safer.
- Protect yourself from flying debris — use your arms to cover your head and neck.
- If you cannot stay at home, make plans to go to a public shelter.

Staying Safe in Hot Weather

- **Limit sun exposure:** Stay indoors during peak hours; plan outdoor activities in the morning or evening.
- **Use air conditioning:** Spend time in cool, air-conditioned spaces.
- **Stay hydrated:** Drink plenty of water and clear liquids; avoid alcohol and caffeine.
- **Dress smart:** Wear loose, light-colored clothing and a wide-brimmed hat.
- **Protect your skin:** Use sunscreen (SPF 15+) on all exposed skin.
- **Prevent bites:** Apply insect repellent when outdoors.
- **Cool down:** Take lukewarm showers or place cool, damp cloths on wrists, ankles, armpits, or neck.

Winter & Cold Weather Safety

- Keep sidewalks, driveways, and entryways clear of snow and ice to prevent slips and falls.
- Use salt or sand to reduce ice hazards.
- Do not use ovens or stoves to heat your home.
- Report broken furnaces or heating issues immediately.
- Dress in layers when outdoors; frostbite and hypothermia can occur quickly.

Flooding & Severe Storm Safety

- Know if your home is in a flood-prone area.
- Do not enter flooded basements or touch electrical appliances in standing water.
- Move valuables and important documents to higher levels during heavy rain.
- Never drive or walk through flood waters.

Electrical Safety

- Do not overload outlets or use damaged extension cords.
- Keep cords away from water and heat sources.
- Report flickering lights, sparks, or frequently tripped breakers to management.
- Never tamper with electrical panels or wiring.

Gas Leak Safety

- Natural gas has a strong “rotten egg” odor.
- If you smell gas, **leave the house immediately** and call 911 or the utility company from outside.
- Do not flip light switches or use electrical appliances while exiting.

Pest & Chemical Safety

- Store cleaning supplies, chemicals, and pesticides in their original containers and out of reach of children or vulnerable individuals.
- Do not mix chemicals such as bleach and ammonia.
- Report infestations to management immediately; do not use unapproved pest control products.

General Home Safety

- Keep exits, hallways, and stairs clear of clutter.
- Report broken locks, doors, or windows for repair.
- Do not disable security features provided in the home.
- Keep emergency phone numbers (fire, police, poison control, property management) in an accessible place.

Poison Safety Information for Tenants

Common Household Poisons

- Cleaning products (bleach, ammonia, disinfectants, drain cleaners)
- Medications (both prescription and over the counter)
- Pesticides, fertilizers, and automotive fluids (antifreeze, gasoline)
- Personal care products (mouthwash, nail polish remover, hairspray)

Prevention Tips

- Keep all chemicals, cleaning supplies, and medications in original containers with labels intact.
- Store poisons out of reach of children, vulnerable adults, and pets.
- Never mix cleaning products (e.g., bleach and ammonia), as they can create toxic gases.
- Follow directions on labels carefully when using household chemicals.
- Dispose of old or unused medications safely (many Michigan pharmacies and law enforcement offices have take-back programs).

What To Do in Case of Suspected Poisoning

1. Call 911 immediately if the person is unconscious, not breathing, or having seizures.
2. For non-emergencies, call Poison Control: 1-800-222-1222 (available 24/7).
3. Do not try to make the person vomit unless instructed by medical personnel.
4. If chemicals touch the skin or eyes, rinse with plenty of clean water for at least 15 minutes.
5. If inhaled, move the person to fresh air right away.

Important Safety Numbers – Boyne City, Michigan

EMERGENCY: Dial 911 for immediate police, fire, or medical help.

Service	Phone Number
Fire Department (non-emergency)	(231) 582-3642
Ambulance / EMS (non-emergency)	(231) 582-9535
Police Department (non-emergency)	(231) 582-6611
Poison Control (24/7)	1-800-222-1222
Animal Control / Humane Society	(231) 582-6774
Suicide & Crisis Lifeline	988