

Resident Handbook for Litzenburger Apartments

GENERAL RULES AND REGULATIONS

MANAGED BY BOYNE CITY HOUSING COMMISSION

Adopted by the BCHC 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.

Moving In

When moving into Litzenburger please use the following procedures:

- The outside doors to the building may be held open only during move in/move out times.
- Be sure to carry furniture down the hallways rather than dragging or pushing.
- Prevent items from hitting/damaging the walls, railings, and light fixtures in the hallways.
- In the event of damage, it will be your responsibility to pay for any damage done regardless of who caused the damage.
- There is a flat-bed cart/shopping carts available for use in the hallway.
- Take care to properly dispose of moving materials such as broken-down boxes.
- Respect building quiet hours of 10:00 pm to 8:00 am.

General Information

Management/Office

The Boyne City Housing Commission (BCHC) manages Litzenburger Place. 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 Litzenburger.

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 asking 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.

Off-limit areas

Any units under repair/construction/renovation, maintenance shop, electrical room, mechanical room, elevator rooms, storage rooms, 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.

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 Activities

To protect the safety of all residents and minimize risks, certain activities are prohibited.

- Swimming Pools of all sizes & Hot Tubs are strictly prohibited.
- Waterbeds are strictly prohibited.
- All personal play equipment, such as trampolines, swing sets, horseshoe pit, in ground sand boxes, or slides, are strictly prohibited.
- Bounce houses are strictly prohibited.
- Hazardous Materials: The storage of flammable, explosive, or other hazardous materials is strictly prohibited, except for common household products stored in their original containers as intended.
- Fire pits are strictly prohibited.
- Barbecues grills (charcoal, gas, propane, pellet, electric) are strictly prohibited.
- The use of and storage of fireworks, firecrackers, or other pyrotechnic devices is strictly prohibited and will result in immediate lease termination.

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 BCHC owned property. When we do an inspection, we should NEVER smell marijuana in the unit. 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.

Cable TV

See the Cable TV form.

Trash disposal

- Bagging Trash: All trash must be placed in sealed or tied bags before being put in the receptacle. Do not drag bags to the trash room, carry them. Shopping carts are located by each entrance for use if a bag is too heavy to carry. If bags are consistently too heavy, please remove your trash more often.
- Leaking Trash: Any trash that may leak should be placed inside your own covered trash can and carried to the trash room to prevent damage to hallway flooring. Always close the trash can lids and shut the trash room door after use.
- Large Items: Large objects may not be disposed of in the trash room. These items must go into the dumpster behind the garage, except furniture, which must be removed from the property entirely.
- Enforcement: The dumpster area is under camera surveillance. Anyone who is found disposing of items not permitted will be charged in accordance with the maintenance charge list. Placing items in the trash room against these policies is considered a lease violation.

Recycling

We now have a recycling container on the property! It is located by the Litzenburger garage. Residents can put all items in the container as described on the front of the container. Do not leave your recycling in the building. If you need assistance getting your recycling to the container, please communicate with the office and we will set up a person to assist with this on a regular basis. Please be sure to break down boxes and DO NOT put garbage in container. In addition, do not leave recycling outside the container. If the container is full, Residents are welcome to take recyclable items to the facility located next to St. Matthews, at 1251 Boyne Avenue.

Snow Removal

Be sure to read notices given annually about snow removal procedures. Use extreme caution when exiting the building during the winter months. Each entrance has a salt bucket for ease of use and all residents are welcome to use this salt if necessary.

Bicycles/Skateboards/Roller Skates

No riding bicycles on the sidewalks, lawns, or planted areas shall be permitted. Bicycles should be kept in the designated areas or in residents' apartments. If bikes are brought into building, it is important to be sure that the hallway carpet is not damaged.

Vehicles and Parking Policy

General Vehicle Requirements

- All vehicles must be licensed, insured, registered with the office, and kept in working order at all times.
- Only one vehicle per licensed, actively driving resident is allowed unless management gives prior approval. An "actively driving resident" is defined as someone who drives the vehicle at least once per week.
- Residents may not perform vehicle repairs on the property, except for small maintenance (such as changing flat tires, wiper blades, or filling washer fluid).
- Washing vehicles on the property is not permitted.
- Vehicles that are leaking fluids must be removed from the property immediately. If immediate removal is not possible, residents must place cardboard or other protective material under the vehicle, provide a repair plan, and keep the office updated.

Parking Rules

- The parking lot operates on a first-come, first-served basis. No apartment-specific spaces are assigned.
- Handicap parking spaces require a valid handicap license plate or placard, displayed at all times.
- The circle drive and hashed-off areas are for loading/unloading and emergency vehicles only. Long-term parking is not permitted. Please let your caregivers/guests know this also.
- Improperly parked vehicles will be towed at the owner's expense.
- Residents must be able to move their vehicles when requested, and in a timely manner.
- Staff will not move or clean off resident vehicles.

Noise and Courtesy

- Loud mufflers, revving engines, squealing tires, and speeding are prohibited.
- Horn use is not allowed on the property. Visitors should call or come to the resident's door instead.
- Car alarms should not be allowed to sound for an unreasonable length of time.
- All residents must follow posted parking lot signage.

Falls/Incidents

Please inform the office if you fall or injure yourself in the common spaces or the parking lot so that you can fill out an incident report.

Apartment Transfers

Transfers will only be approved for reasonable accommodation or when requested by management as per the Admissions and Continued Occupancy Policy (ACOP).

Reasonable Accommodations/Modifications

Litzenburger complies with the letter and spirit of the Fair Housing Act that prohibits housing discrimination against persons based on race, color, religion, national origin, sex, familial status, and disability. When a resident has a request to make changes due to a disability, they should request a reasonable accommodation or modification from management.

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.

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.

Elevator

Litzenburger has one elevator and may be used by all in the building except during a fire. Please do not hold the elevator door open for a continued period. If moving large items in the elevator, take caution not to damage the elevator. Issues with the elevator should be reported to the office.

Apartment Amenities/Information

All National Standards for the Physical Inspection of Real Estate (NSPIRE) must be followed by all residents and the property. The staff will ensure that the units comply with this requirement any time that they enter a unit.

Overall unit changes

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

Apartment door

The door to each apartment must be kept closed except for ingress and egress. Decorations are allowed on the apartment exterior door, but all must be sure that the apartment number is clearly visible, and notice clip is unobstructed. All decorations placed on outside of apartment door 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 apartment doors. Command hooks can be used on the doors.

Window Coverings

Blinds are provided in each unit. The blinds may not be removed at any time. You may install personally owned draperies over the blinds at your own expense but no blankets, sheets, towels, etc. on window.

Flooring

Residents are required to have carpets/flooring cleaned at their own expense. When you have a company scheduled, you must inform the office so that we may allow them access to the water in the common areas.

Lighting

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

Bathtub/showers

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

Drains

Never put grease down the drain. Residents who clog the drains with excessive food or grease will be billed for maintenance services.

Toilet

DO NOT flush feminine products, incontinence supplies, baby wipes, “flushable wipes,” paper towels, or large discarded food items down the toilet. If these items cause a backup, there will be a charge for labor and materials needed to correct the situation. Keep small bottles of personal products and decorative items away from the back of the tank.

Walls

We encourage you to make your apartment your home. You may hang pictures on the walls or other decorations. Maintenance cannot hang items for you. Wall mounted televisions are allowed, however note that any excess damage done will result in maintenance charges. The following items are not allowed on any walls, countertops, or other surfaces: Ceiling hooks, Contact paper, Paneling, Wallpaper, and Stickers. Painting of your unit is not approved without prior permission from management.

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 unit 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 corrections(s) required to establish compliance. Within a reasonable period of time, a reinspection of the unit will be scheduled. 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.
- 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.

Outside the Apartment

- Decorative items are to be allowed only on the outside of the apartment door with care taken not to impede onto the handrails, door frame, or other areas that may limit the ingress or egress. Entry rugs are not allowed in the hallway. No decorations may be placed on the floor outside of the apartment. Hallway walls and community area walls may not have any resident items unless approved in writing with management.
- Items left in common spaces, or any area not authorized will be removed by staff and disposed of or donated.
- Donated items should be left on the “free” shelf in the hallway by the community room.
- Items may not be stored in the hallway; this includes walkers and wheelchairs.
- Trash or boxes should not be left outside the apartment door for any period. When packages are left by a mail service, care should be taken to remove them timely.
- Outside egress must always be clear. Report issue of blocked egress immediately to the office.
- The sidewalks, entrances, passages, vestibules, stairways, corridors, and halls shall not be obstructed or encumbered or used by Resident for any purpose other than ingress or egress to and from the leased premises.
- All Resident’s boots, shoes, rugs, umbrellas, bikes, wheelchairs, and all other personal property shall be kept within the premises at all times to avoid safety and fire hazard.
- No shades, awnings, or other projections, including air conditionings, television, radio antennas, or wirings shall be placed in any window or attached to or extended from the outside wall or roof of the premises without Landlord’s prior written permission. No signs or medallions shall be installed in the halls, on the mailboxes, on the doors or windows of the premises or any area outside of the premises.

Exterior decorations

- Birdfeeders and Shepherd Hooks are allowed outside of premise windows in the drainage rock area. This cannot extend beyond your unit area. These items are not allowed to be placed anywhere else on the property without written permission by the office. These must be maintained, cleaned, and moved at the request of the property staff, and Litzenburger is not responsible for damage to personal property outside the premises. Remember that these must not block the egress from the unit.
- Nothing shall be planted in the rocks along the building. If something is planted in this area, it will be pulled out.
- The trees, shrubbery, and planted areas are a vital and valuable part of the community and the Resident shall pay all damages resulting from any mutilation or defacing thereof caused by Resident, household members, or guests.
- Residents are not allowed to trim, cut the bushes, trees, shrubs, plants, etc. without prior permission.

Common Areas

The Executive Director, or an authorized representative, is responsible for managing all community spaces to ensure they provide the greatest benefit to the most residents. These spaces are intended to be inclusive, inviting, and available for both individual and group activities. The goal is maximum usage while ensuring that all residents feel welcome.

Personal Property

- Residents' personal property may not be left unattended in community spaces.
- If personal property is left in a community room, or if it is damaged, lost, or stolen while outside of a resident's unit, BCHC/Litzenburger is not responsible for loss, damage, or theft.

General Use

- All residents have the right to use the community rooms for approved purposes without prior permission or time limits, except as outlined in the reservation and scheduling rules below.
- Residents must be conscientious of others who may want to use the room and adjust as needed to allow fair use.
- Residents using community rooms after 10:00 pm and before 8:00 am must follow quiet hour rules and avoid disturbing others' peaceful enjoyment.
- Alcohol may never be consumed in community rooms.
- Residents must sponsor an event in order to reserve a community room. Outside individuals or groups may not use the rooms unless they are associated with a resident. (Speak with the office for clarification.)
- Staff may reserve community spaces for personal use without requiring a resident sponsor, and such use does not need to include resident participants.

Reservations and Scheduling

- Community rooms may be reserved for private functions between 8:00 am and 10:00 pm with prior approval from the Executive Director.
- When a community room is reserved for a private function, other residents must vacate the space for the reserved party.
- All groups, including resident groups, must request use of community rooms (for a one-time use or a recurring schedule) by speaking with the office and placing the reservation on the community room calendar.

To ensure fair and equitable use, the following order of priority will apply:

- BCHC Board of Commissioners meetings.
- Staff meetings and staff-arranged use, including public agencies/organizations coordinated by staff.
- Resident group activities scheduled by the property.
- Individual resident requests, on a first-come, first-served basis.
- General casual use (watching TV, puzzles, cards, reading, etc.).

The Sunroom will be closed whenever the main community room is reserved.

Approved Uses

Community rooms are intended to serve as an extension of residents' living space for appropriate activities, including but not limited to:

- Personal and family gatherings such as birthday parties, anniversaries, graduations, reunions, memorials for former residents, and other special observances.
- Resident-led activities and events such as bingo, card games, puzzles, reading, potlucks, meal sharing, and watching television.
- Meetings or activities of nonprofit clubs, organizations, or groups that promote the health, education, welfare, recreation, or well-being of residents.
- Other purposes as determined appropriate by the Executive Director.

Expectations for Use

- Each event must clearly state who is invited and the times of the event.
- Residents are expected to clean up after use and leave the community space in good condition.
- All residents using community rooms for events will be provided with a Rules and Regulations Handout and must sign to acknowledge their understanding of expectations.

Community Laundry Facilities

The community laundry room is located on the first and second floor. Reminder that the laundry facilities can only be used during the times posted due to the rooms being in close proximity to apartments and the noise that they cause. All pertinent information about laundry usage is posted on the machines or in the room. The machines use coins to operate and there is a coin machine in the hallway. We do the best we can to keep the machines in good working condition so please be sure to report issues as soon as you find them. Please note that there may be times that the machines are not accessible. We will do the best we can to update regularly on the status. Be sure to empty the lint container after use. The community room can be used by those authorized by management.

Common Area Heaters/Air Conditioners

Management and Maintenance determine the temperature and settings of the common area heaters/air conditioners.

Free Shelf

Management manages the free shelf and will dispose of items when necessary.

General Information

Resident Meetings

A resident meeting will be held with a BCHC representative on an “as needed” basis and is open to all residents of Litzenburger. Notice of the meeting will be posted on the bulletin board.

Mailboxes

Mailboxes are located on the first floor. The number on the box corresponds to your apartment number. You will have one key to the mailbox. The outgoing mail is located on the lower left side of the mailboxes. If you are to be away from your unit for an extended amount of time, please notify the post office and have your mail placed on hold. You must have your mailbox emptied on a regular basis. BCHC management is not permitted to handle tenant packages.

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.

Outside Entrances

There are several entrances at Litzenburger. Volunteer residents lock the doors at designated times posted on the doors. When a resident leaves during locked times, be sure to relock the doors. Door keys should be taken with residents anytime they leave the building to prevent unnecessary lockouts even when not during regular times. It would also be a good idea to have another resident to call in instances if you are locked out. If you lock yourself out after hours, and cannot get ahold of anyone, call 911 and the police will assist you. If you call the maintenance emergency staff for lockout after hours, you will be charged a \$50 after hours maintenance fee.

Security

Security cameras are used on the property. However, security is everyone’s responsibility. If a resident notices anything that is suspicious in the building, parking lot, or grounds, this should be reported to the police immediately and then reported to the office. It is much better to report issues when happening than to wait. Camera access is only accessible by approved Management. Police may request access to camera footage

however residents will not be given access. Camera audio is used in the building for your protection.

Extended Absences

Litzenburger must be your primary residence. Extended absences may result in your lease being terminated if it is beyond the time allowed. Residents should inform the office of any extended absence (more than three (3) days) and inform the office of the reason for the absence, so documentation is kept properly in the office. In addition, Litzenburger must be your primary place of residency and if BCHC feels that you are not using the unit we will ask that you give up the unit for others to use,

Appropriate Attire

Residents and guests must wear appropriate clothing when outside of their unit. Footwear must be worn anytime outside of resident's unit.

Food and Beverages

Care should be taken when transporting food or beverages in common areas to prevent damage to flooring.

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.

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 in writing at least 30 days prior to moving out. Notice to vacate notices may be obtained from the office. Cable boxes MUST be returned to the cable company by the tenant. If left in the unit, they will NOT be returned by the property, and you will be charged by Spectrum. Make sure your apartment is thoroughly cleaned. The apartment should be left in the same condition as when you moved in except for normal wear and tear. Take everything that belongs to you. Please do not leave mattresses, couches, chairs, or any other large items in the apartment. These should be removed prior to the final inspection. Anything left in your apartment 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. Return all keys to the office. If you are in possession of your keys, we assume you are still possessing your apartment and will continue to charge you rent.

Emergency & Safety Procedures

The safety of all residents is of utmost importance. The following procedures are mandatory and must be followed by all residents and their guests. Failure to comply with these safety requirements may result in lease violations and/or additional action by management.

Health Emergencies

- If you become ill, fall, or otherwise require immediate assistance, you must call 911.
- Staff are not permitted to lift, transport, or provide medical treatment to residents. Residents may not rely on staff for emergency medical care.
- Residents are strongly encouraged to obtain and maintain a Personal Emergency Medical Alert system to ensure timely response in the event of a fall or health emergency.
- BCHC/Litzenburger Apartments does not assume responsibility for any delays or outcomes arising from failure to call 911 or use an appropriate emergency device.

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.

Fire doors are installed throughout the building. These doors will automatically close during a fire to contain flames and smoke.

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.

Tornado / Severe Weather

Tornado WATCH = A tornado is possible.

Tornado WARNING = A tornado is occurring or will occur soon.

During a WARNING:

- Proceed immediately to a safe location such as a basement, storm shelter, or small interior room on the lowest level of the building.
- Stay away from windows, doors, and outside walls.
- Protect your head and neck from debris.
- Residents may not use elevators during severe weather emergencies.
- Sheltering under bridges or overpasses is prohibited.

Residents are responsible for following official instructions from state and local emergency officials.

If a resident cannot remain in their unit safely, they must plan in advance to relocate to a designated public shelter.

Extreme Heat Safety

- Residents are responsible for monitoring their health during heat advisories and taking appropriate precautions:
- Remain indoors during the hottest parts of the day.
- Utilize air conditioning whenever possible.
- Drink water frequently and avoid alcohol or caffeine.
- Wear lightweight, light-colored clothing and a wide-brimmed hat outdoors.
- Apply broad-spectrum sunscreen (SPF 15 or higher) when outside.
- Use insect repellent when necessary.
- Residents should cool down using showers, baths, or cold compresses (washcloths placed on wrists, ankles, armpits, or neck).
- BCHC/Litzenburger is not responsible for heat-related illnesses resulting from a resident's failure to take these precautions.

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.

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.

Disposal of Sharps (Syringes, Needles, Lancets, etc.)

Residents using hypodermic syringes, diabetic supplies, or other sharp objects must dispose of them safely.

Examples include: needles, syringes, razor blades, lancets, test strips, broken glassware/dishes, sharp metal, can lids, knives, and sewing needles.

Prohibited Disposal Methods:

- DO NOT throw loose sharps in the garbage.
- DO NOT flush sharps down the toilet.
- DO NOT place sharps in weak containers (plastic bags, thin plastic).
- DO NOT use clear plastic or glass containers.
- DO NOT mix sharps with recyclables.

Proper Disposal:

- Place sharps in a puncture-resistant container with a secure lid (e.g., laundry detergent bottle, metal coffee can).
- Seal with heavy tape.
- Place sealed container in the center of a garbage bag, tie securely, and dispose of with regular trash.

- BCHC/Litzenburger is not liable for injuries caused by improper disposal of sharps by residents or their guests.

Oxygen Use & Storage

Any resident using oxygen must:

- Notify the office and post a sign on their door indicating oxygen use.
- Keep oxygen equipment away from all sources of heat, flame, or flammable materials (oil, grease, lotions, aerosol sprays).
- Never store oxygen in closets or enclosed spaces without ventilation.
- Keep liquid oxygen units upright to prevent spillage.

In the event of an oxygen spill:

- Ventilate the unit immediately by opening windows and doors.
- Contact the oxygen provider immediately.
- Notify the office as soon as possible.

BCHC/Litzenburger assumes no liability for accidents caused by failure to comply with oxygen safety requirements.

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.

General Resident Safety Requirements

- Residents must report all hazards (broken lights, slippery floors, damaged exits) immediately to management.
- Residents must keep hallways and exits inside units clear of obstructions.
- Residents should avoid using candles or open flames inside their units. In the event of a power outage, use flashlights only.
- Residents using mobility devices (walkers, wheelchairs, scooters) must ensure they do not block exits.
- BCHC/Litzenburger is not responsible for injuries caused by resident negligence, failure to comply with these procedures, or misuse of safety equipment.

Emergency Contact Numbers

Emergency (Police/Fire/EMS): 911

Non-Emergency Police (Boyne City): (231) 582-6611

Maintenance Emergency Line: 231-675-6483

Office: **231-582-6203**

Poison Control Center: 1-800-222-1222

Crisis Hotline (24/7): 988

Area Agency on Aging of Northwest Michigan: (231) 947-8920

Charlevoix County Senior Services: (231) 237-0103