



House Rules

"Providing a Home for Seniors"



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TTY/TDD COMMUNICATIONS BY DELAWARE RELAY SERVICE 1-800-232-5460



House Rules

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HOUSE RULES

The mission of Luther Village III is to provide elderly persons with affordable housing facilities and services specially designed to meet their physical, social and psychological needs, and to promote their health, security, happiness and usefulness in longer living. These House Rules have been defined in an effort to accomplish its mission.

1. **Residency:** Luther Village III must be your only place of residence. You must occupy (be present in) your apartment no fewer than 183 days each calendar year. It is a violation of regulations for individuals other than those named on the lease to live in an apartment. (Overnight guests are limited to 14 days within a six month period.)

2. **Security Desk:** This is the resident's point of contact to notify staff of problems, emergencies and maintenance discrepancies. The security staff member located at Luther Towers I is available 24 hours a day, seven days a week, for Luther Village III residents. The security person will also take reservations for the medical transportation. **The number is (302) 674-1408 ext. 0.** The staff is prohibited from providing personal information about other residents including phone numbers and apartment numbers.

3. **Disturbances:** Residents shall not cause, or permit to be caused, disturbances that interfere with the rights, comfort, or convenience of other residents. Residents and guests are not permitted to interfere with the staff in performance of their duties. Disturbances should be reported immediately to the security desk for documentation and investigation.

4. **Attire:** Residents shall be properly attired in street clothing when outside their apartment and within the public areas of the premises.

5. **Moving:** Residents must give at least one day advance notice to move large items into an apartment (items that are too large for a shopping cart). Notice of such move must be given to the Security Desk at Luther Towers **302-674-1408 ext. 0.** This notice should include the approximate time and description of item(s). Moving large items is restricted to Monday through Saturday, 8:30 a.m. to 4:00 p.m. because maintenance personnel are available on these days to ensure elevators are padded and exit doors are properly monitored. Moving large items is not normally permitted on Sundays and holidays. If moving on a Sunday or Holiday is on only option, special arrangements may be made whereby a staff person is made available to be present. In such a case, the resident will be charged \$15 per hour with a minimum of 2 hours. Moving will not exceed 8 hours in one day.

6. **Shopping Carts:** Shopping carts are provided for your convenience and must be returned to their proper storage place immediately after you finish.



7. **Wellness-Check:** You are required to “swipe” your access card on the card reader, located near the mailboxes, every day before 2:00 p.m. This is a daily routine giving the staff an additional way to know each and every resident is safe and secure. Residents who do not swipe their card by 2:00 p.m. may be contacted by phone. If your well-being cannot be confirmed with a phone call, a staff member will check your apartment to ensure you are okay. Staff is permitted to enter your apartment without 48 hour notice if you do not answer the door during the well-being check.

Overnight Absences: You are required to inform the security desk in advance of overnight absences. The staff must also be informed when you return so you can receive the protection afforded by the wellness check system.

8. **Overnight Guests:** Residents are required to call the security desk (302) 674-1408 ext. 0 and inform them of any overnight guests. Guests at the Luther Village Campus must also call the security desk when the guest leaves. The length-of-stay cannot exceed 14 days in a six month period.

9. **Children:** Children under 12 years of age must be accompanied by an adult when using building facilities. Children must not engage in any activity that may cause harm to or disturbance to any resident.

10. **Entrances and Grounds:** Hallways, stairwells, and pathways must remain clear of obstructions at all times.

11. **Exterior Window Sills:** Objects such as rugs, bedding, clothing, mops or brooms, and any other items may not be aired, shaken, or placed outside the window.

12. **Repairs and Modifications:** Any repairs or modifications to the apartment unit are routinely performed by the staff and shall not be performed by the resident.

13. **Motorized Wheelchairs:** The owners and operators of motorized wheelchairs are responsible for any damage caused by running into any fixtures or walls on the Luther Towers/Village campus. Damage that is noted on any inspection will be repaired at the earliest opportunity and all costs will be borne by the resident at the time of repair. The resident may contract repairs with approved vendors only with the approval of the Executive Director or the Director of Maintenance. Furthermore, any operator of a motorized wheelchair assumes all liability for collision with any pedestrian.

14. **Computers:** The computers in the common areas are for resident use only. Family members and guests are permitted to use these machines only when accompanied by their resident sponsor. Residents failing to follow guidelines or improper use of computers in violation of any law will be prohibited from using the computers. Use of resident computers to surf “porn sites” is explicitly prohibited.



15. **Laundry:** The coin-operated washer/dryers in each facility are for resident use only. Dying or soaking of fabrics is not allowed. The staff reserves the right to remove any clothing remaining in a laundry machine after cycle completion and not removed with reasonable promptness. Problems with any of the machines should be reported to the Luther Towers Security.

16. **Prohibited Appliances:** There are several appliances that are specifically prohibited on the Luther Village campus. Residents are not allowed to have or use space heaters of any kind. Also, residents are not permitted to have or use in their units washers, dryers, freezers, dishwashers or more than the one provided refrigerator.

17. **Apartment Keys and Door Locks:** You are not allowed to alter the lock on your hallway door, or install additional locking devices that restrict access to rooms within your apartment. Should you need an additional key to your apartment contact the Security Desk. Additional keys will be provided for a fee.

18. **Access Cards:** Magnetic entry cards issued to residents for entrance into the building are for resident use only. You will not give these cards to relatives, friends, or visitors. Misuse of these cards is a violation of these rules and as such will be handled in accordance with provisions contained in the lease. Replacement cards will be provided for a fee.

19. **Heat/Air Conditioning Unit Clearance:** Please keep furniture at least 24 inches away from the front of the heating and air conditioning unit. This will allow for proper air circulation and provide sufficient space for staff to change filters. Running the air conditioning or heat with the windows open is a waste of energy and is prohibited. The use of the oven for heating is strictly prohibited by the City of Dover Fire Code.

20. **Vehicle Registration, Washing, and Repair:** All vehicles owned by residents and kept on the grounds must be registered with the staff. You are required to provide the proof of insurance, in addition to the year, make, model, and license tag number of your vehicle. All vehicles are required to meet licensing and insurance requirements of the state in which the vehicle is registered. Due to limited parking, residents are limited to free parking for one vehicle per resident. Residents who wish to maintain more than one (1) vehicle may do so at a fee of \$30 per calendar month. Vehicles located in Luther Village parking lots that do not meet legal requirements for insurance or licensing are subject to towing. You are also required to notify the Director of Support Services of any changes in vehicle information. Registration information will be verified annually during recertification. Vehicles parked illegally in designated parking spots or exceeding the 15 minute time limit for loading and offloading are subject to towing. The owner of the vehicle will be responsible for all charges. The maintenance of vehicles on the parking lots is prohibited. The washing of vehicles is permitted in the designated areas.



21. Rental Collection Policy: Rent will be paid by direct withdrawal from an authorized bank account and be withdrawn on the first week of the month by the accounting office. If there is any change in the bank account that precludes the direct withdrawal of rent then the resident must notify the accounting office. In the case of account problems, the resident will be responsible for payment by money order by the first of the month unless the lease specifies differently. Cash or check will not be accepted. You have until the fifth working day of the month to make payment in full or you will be considered delinquent. Bank account problems should be resolved within 2 months so that the rent can be paid by direct withdrawal. Termination procedures for non-payment will be initiated thirty days after the due date which is the first day of the month.

22. Insufficient Funds: When the direct withdrawal results in “insufficient funds”, the resident will be required to bring in a money order for the entire rent within 5 business days. Three “insufficient funds” for payment of rent will result in termination of the lease.

23. Apartment Entry (Routine): Before any staff member can enter your apartment, you must receive at least 48 hours written notification. Most of the time, entry is requested by the staff to perform minor maintenance or facility inspections, normally completed between the hours of 8:00 a.m. and 4:15 p.m. Monday through Friday. The requirement to give 48-hour notice is waived when you put a request in the maintenance logbook at the front desk. Your entry in “the book” gives maintenance the right to enter your apartment without giving you 48-hours’ notice.

24. Apartment Entry (Emergency): The staff has the right to enter your apartment anytime there is evidence of an emergency. Emergencies can include, but are not limited to, smoke detector alarms, water leaks, and/or any smoke coming from the apartment. If you fail to swipe your access card by 2:00 p.m. each day, and you cannot be reached by phone or by knocking on the door, a staff member will enter your apartment to check to see if you are okay. Also, a staff member will check on you if the emergency “pull cord” alarm has been activated and you do not answer the phone.

25. Hallway Doors: The entry door to your apartment must remain closed at all times, except for entry and exit. All apartment doors are fire rated and provide additional protection in case of fire. You lose that protection if you prop open your hallway door. Additionally the City of Dover Fire Code prohibits the blocking of any door to prevent entry. The Director of Maintenance will provide you with a hanger for your door for use in displaying an item on your door.. This is the only approved method to display non-flammable items on your door.

26. Hallway Mats: Residents are prohibited from placing doormats outside their apartment doors on the floor in the hallway. These mats are a potential tripping hazard and could pose a danger to others.



27. **Security and Safety:** Your security and safety are important to us and you are key to maintaining safety. The pull cords provided in the apartments must hang to the floor. Tying up the cord or altering it in any way is a violation of regulation and these rules. Smoke detectors are required and must be functioning. Removing the battery or disabling the detector is a major violation; it is against the City of Dover code and could result in termination of your lease. Security Cameras are located throughout the building and on all entrances. Public areas may be monitored for problems and archived video may be used to confirm problems in the building.

28. **Occupied Painting and Carpet Replacement:** Residents are responsible to move furniture or arrange for furniture to be moved if painting or carpet replacement is needed. If the resident is unable to accomplish the task, staff can provide a list of independent contractors who can be hired to move the furniture.

29. **Gratuities or Tips:** Staff members are prohibited from accepting cash gratuities or tips from residents.

30. **Lease Termination:** Should you choose to move away from Luther Village III, you should follow these steps to terminate a lease:

- a) Give the Director of Support Services 30 days notice and complete appropriate paperwork;
- b) Remove all personal property and furnishings from the premises;
- c) Schedule a final inspection of the unit, (all keys and access cards must be returned during the final inspection).

31. **Extended Absences:** You are required to provide the staff specific information concerning any expected absence exceeding thirty days. This information should include address, phone number, and estimated return date. The purpose of this rule is to ensure that the staff is aware of your intention to return, and to avoid any possible confusion regarding “abandonment” of your unit. Should an emergency occur that affects your apartment you will be notified. The post office should be informed of your absence to preclude mail being returned.

32. **Firearms and Explosives:** Firearms and explosives are not permitted on the grounds or within any facilities in Luther Village.

33. **Smoking Policy and Rules:**

- a) **Smoking Inside the Facilities:** Smoking is not permitted in any building including apartments. Residents are responsible to inform their guests. One instance of smoking in the building may result in termination of the lease.



Violations of the smoking policy at Luther Village will be handled in accordance with provisions contained in the lease.

- b) **Smoking outside on the Luther Village Campus:** Smoking is prohibited within 50 feet of any occupied building on the Luther Village Campus. Designated smoking areas are located on each campus and should be used. The throwing of smoking materials on the ground is strictly prohibited. The residents are responsible to insure all guests adhere to these policies.

34. Use of Common Areas: Common areas (Computer room, Library, Exercise room, etc.) are for the use and enjoyment of all the residents. In an effort to maintain the appearance, eating and drinking are prohibited in any of the common areas. For your safety and security we are asking that you do not use these areas as a sleeping area. All residents wishing to reserve a common area may do so, however they are responsible for all clean up and returning the facility to the same condition it was before they used it. Please ask the Director of Social Services for a reservation form.

35. Housekeeping (Cleanliness/Clutter): Apartments must be kept in a clean and sanitary condition in order to maintain the health and safety of all residents. Excessive clutter in apartments can be considered fire hazards and is a violation of city code. If it is determined your apartment is not in compliance with either of these items you will be asked to fix the problem. If the problem is not remedied within a reasonable time, the resident will be subject to corrective action in accordance with provisions of the lease.

- a) **Trash Disposal:** Trash chutes are limited to household trash that will fit in a small plastic trash bag. **DO NOT PUT LARGE ITEMS DOWN THE TRASH CHUTES.** Trash chutes are located on each floor except the first floor of each building. Residents with apartments on the first floor must go to the trash chute on the 2nd floor to dispose of their trash.

- b) **Extra-large** items such as chairs, mattresses, tables, couches etc. will be placed in the designated area. Smaller items such as pots, pans, toasters etc. are to be disposed of in the blue dumpster near the north entrance of Luther Village I.

- c) **Single Stream Recycling: Luther Village** residents should place them in the containers in the trash chute room. Larger items should be placed in the recycling dumpster on the northwest side of Luther Village III.

36. Pest Control: Pest control is important in any multifamily facility and it requires cooperation of the staff, exterminator and resident. Your apartment will be inspected and treated quarterly by an exterminator. You are not required to be present during the visit; however you should make sure you are prepared by insuring all trash and clutter is removed so treatment will be effective. Due to the problems and expense associated with bed bug infestation there is a separate



policy attached to these rules which must be signed and understood by the residents.

I have read and agree to comply with Luther Village III House Rules as stated above.

(Signature)

(Date)

(Signature)

(Date)

