



BROOKLINE HOUSING AUTHORITY

JOHN W. KICKHAM APARTMENTS

RESIDENT HANDBOOK

SPECIAL SECTION
KICKHAM APARTMENTS

This development is dedicated to the memory of John W. Kickham, who served on the Board of Commissioners of the Brookline Housing Authority from 1966 until 1978. During those years, Mr. Kickham served as Chairman, Vice Chairman and Treasurer. In appreciation of his commitment to housing for the elderly, the Brookline Housing Authority voted to name this development after him.

MANAGEMENT

Your manager's office is located on the first floor of the Kickham Apartments at 190 Harvard Street. Office hours are posted on the office door. The Manager can be reached at 617-277-1382. Please notify the Manager of any problems you may be having with your apartment or your rent. If the Manager is unavailable at the time of your call, please leave a message on the answering machine. Your manager can also be reached through e-mail by typing in the first letter of his/her first name, his/her last name, the "at" sign (@), brooklinehousing.org (example: jsmith@brooklinehousing.org). Please understand that a significant portion of a manager's time is spent on business outside of his/her office.



KITCHEN & COMMUNITY ROOM

Your community room and community kitchen are also located on the first floor of the building. These rooms are for your use, at any time. For group events you must reserve the room with your manager. You are invited and encouraged to attend meetings and BHA scheduled events in other community rooms, as well.

TELEVISION IN COMMUNITY ROOM

A television with cable service is located in the community room. It is for your use except during meetings and group events. Consideration for the activities and needs of other tenants is a must in order for this amenity to continue to be provided.

PARKING

There are 4 spaces in the spaces on the side of the assigned a *specific* parking will be issued a displayed on the rear stickers found parked in the Kickham lot may be towed. No parking is allowed in the driveways or fire lane.



parking lot in front of the building and 4 building. Those who have cars will be space, on a first come, first served basis, and permanent parking sticker that must be window of the car. Cars without permanent

LAUNDRY

Laundry rooms are located on the 3rd floor and 5th floor and are open between 8:00 a.m. and 8:00 p.m. Since the machines are noisy, you are requested not to disturb your neighbors by using the machines other than during these hours.

RUBBISH CHUTE

On every floor there is a trash chute. Only drained, wrapped and non-hazardous garbage should be put into this chute. Garbage should be in bundles that are small enough to go through the opening easily. *Do not* put linoleum, metal, wood, rubber, glass, aerosol cans of any kind or any dangerous or combustible material in the chute. These items should be disposed of in the outside dumpsters. Garbage must *never* be left in hallways, stairwells or on the stairs. Residents must make arrangements with maintenance personnel to have bulky or oversize items carried to the dumpster. Please dispose of needles by enclosing them in covered jars that are not penetrable.



PLEASE READ THE RECYCLING SECTION OF THIS HANDBOOK AND SEE YOUR MANAGER FOR FURTHER DIRECTION ON HOW TO PROPERLY DISPOSE OF TRASH.

ELEVATORS

Two elevators are maintained in the building. These are self-operated. Do not overload the cars. If you are moving heavy articles, you must notify your manager so that special arrangements can be made.

Moving in or out is prohibited after 4:30 p.m. Make sure that you contact your manager before you schedule your move. Only one elevator can be used during your move to guarantee others have access to the elevator and to prevent schedule conflicts. A charge may be assessed if your move occurs on a weekend in order to cover staff time necessary to prepare the elevator for your use.

BATHROOMS

GRAB BARS: In every bathroom in your development there is a grab bar installed on the wall in order to assist you in getting into and out of the bathtub. Under normal circumstances this should support a person with better than average weight. If you feel that it is not secure, please do not delay in calling the maintenance department (617-277-1884) so that the bars can be secured adequately.

TUB AND SHOWER: The shower system is designed especially for use by elderly and handicapped residents so that dangers are eliminated. The hot and cold water tap is protected by a thermostatic control which will prevent the water from becoming too hot. To fill your tub, turn the large knob on the tub wall; you can then test the water temperature in the tub. To then use the shower, pull up the small plunger over the

spout. To shut off the water, just push the knob in. If you think this device is not working properly, call the maintenance office to have it adjusted.

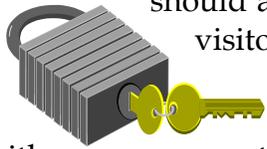
EMERGENCY PULL CORDS

EMERGENCY ALARMS are located in the bedroom and bathroom of your apartment. If you need help, pull the cord and a bell will alert your neighbors.

**THE ALARM DOES NOT RING AT THE FIRE OR POLICE STATIONS.
IT RINGS LOCALLY ONLY.
IF YOU HEAR YOUR NEIGHBOR'S BELL RING, DIAL 911
AND GIVE THE NAME AND ADDRESS OF THE
NEIGHBOR IN CRISIS!**

SECURITY

Residents should always use the intercom and TV surveillance systems to identify visitors. The TV surveillance system allows you to view from a television in your apartment any persons entering the building. This feature is free of charge. Please see your manager with any questions.



Residents should open lobby entrance doors only for their own visitors - not for the visitors of other residents.

Under no circumstances should exterior doors be propped open.

Newspaper deliveries will not be permitted in elevator buildings.

MAILBOXES

Management will be responsible for adding or changing nametags on mailboxes and intercom directories. In order to ensure a neat appearance, nametags not provided by management will be removed. Furthermore, no individuals other than those listed on the lease are allowed to receive mail at or to be listed on the mailbox of a BHA address.

DELIVERIES

All package deliveries are made directly to your apartment. We are not responsible for accepting a package if you are not home.