



BROOKLINE HOUSING AUTHORITY

RALPH SUSSMAN HOUSE

RESIDENT HANDBOOK

SPECIAL SECTION
SUSSMAN HOUSE

Ralph Sussman cared deeply about all age groups, especially about the elderly and about all aspects of life affecting them. It was because of his conviction, that attractive housing should play an important part in an elder citizen's well-being, that he led the Brookline community in a tireless crusade to build such housing for its elderly community. This building was dedicated to his memory.

Ralph Sussman's interest and generosity extended to all age groups, young as well as elderly, and knew no boundaries of race, color or creed. We wish to express appreciation for the years of encouragement, vision and support given, especially to the housing authority, by Ralph Sussman.

MANAGEMENT

Your manager's office is located on the first floor of 50 Pleasant Street. Office hours are posted on the office door. The Manager can be reached at 617/734-6349. 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, 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.



CARECONNECTIONS PROGRAM



Springwell, our regional social service agency, and the Brookline Housing Authority partner to bring the CareConnections Program to 50 Pleasant Street. The CareConnections Program offers an array of features to all building residents including:

- a care coordinator who is at 50 Pleasant Street 20 hours each week and has regularly scheduled office hours
- assistance in accessing community-based services that will allow residents to remain independent in their homes
- a team of homemakers and personal care workers that will be in the building throughout the day
- ability for residents to pay privately for scheduled or urgently needed assistance
- opportunity for socialization with residents neighbors during coffee hours, monthly birthday parties, and other activities.

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 is a parking lot at the side of the building. Those who have cars will be assigned a *specific* parking space, on a first come, first served basis, and will be issued a permanent parking sticker that must be displayed on the rear window of the car. Cars without permanent stickers found parked in the Sussman lot may be towed at their owner's expense. No parking is allowed along the side of the building (fire lane).



LAUNDRY

The laundry room is located on the 1st floor and is open from 8:00 a.m. to 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.

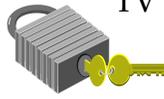
EMERGENCY PULL CORDS

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 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.