Important Phone Numbers

Westbrook Housing
Tel. 854-9779 / Fax 854-6754
Office hours: 8 a.m.-4 p.m. M-F
(Summer hours Fri 8-noon)

Maintenance Department-Work Orders 854-8202
Email Maintenance Work Orders to workorders@westbrookhousing.org

Finance for rent payments 854-6811

Property Management Department
Barbara Soloway, Property Management Director 854-6828
Brent Wilson, Senior Property Manager 854-6829
(Larrabee Village, Larrabee Commons)
Brittany Reul, Property Manager 854-6832
(Harnois Apts, Emery Apts, Larrabee Woods, Golder Commons, School House Commons, 783/789 Main)
Kristen Spiller, Property Manager 854-6812
(Millbrook Estates, Malcolm A Noyes Community, Spring Crossing, Presumpscot Commons)
Ben St. Cyr, Property Manager 854-6823
(Riverview Terrace, Larrabee Heights)
Mary Smith, Assistant Property Manager 854-6810
Kim Eastman, Compliance Specialist 854-6819
Susi Spear, Compliance Assistant 854-6856

Supportive Services Department
Michelle York, Director/Ana Macias-Serpa RSC 854-6825/680-5032
Becky Normandeau, Activities Coordinator 854-6841
Nichole Clark, Larrabee Vlg Supportive Services Mgr 854-6833
Amy Hatch, Larrabee Vlg Resident Service Coordinator 854-6728
Larrabee Village ONLY Resident Attendant 24/7 854-6789

Emergency Westbrook Police 911
Police (non-emergency) 854-0644

Medicare, Maine Care, Food Stamps: 822-2071 or 800-477-7428
RTP Shuttlebus 774-2666

If you are a person with disabilities/require specific accommodation in order to fully utilize programs and services, please contact 854-9779

Equal Housing Opportunity

Revised 8.1.21
Welcome to Westbrook Housing

Our mission is to provide extremely low to moderate income seniors and families with safe, high quality, and affordable housing opportunities as they strive to achieve self-sufficiency and to maintain and improve the quality of their lives.

This resident handbook will help you through the lease signing and move in process so you can enjoy your new home with Westbrook Housing. We want to make sure you know what to expect when you live in one of our communities.

We know the paperwork can be overwhelming, so we will explain what is needed and why.

These requirements exist because the government wants to make sure you qualify for our housing programs and that you receive all the support you can.

Important things to remember

Pay your rent on time.

Ask for rent adjustments promptly. If you live in subsidized housing, you must tell the property manager immediately if your income changes. This may result in a rent adjustment that can help you pay your bills.

Keep good records. Keep track of all your rental documents (lease, rent receipts, etc.) If you live in affordable housing, which requires annual income reviews, be sure you keep your Social Security benefits letter and other income and medical records.

Know the rules and follow them. If you violate the rules, you may be evicted. Common violations include unauthorized guests, noise complaints, smoking in the building and damaging the apartment.

Choose your guests wisely. You can be evicted for the actions of your guests. Make sure everyone knows the rules—do not let people visit if they will not follow the rules.

Act promptly if problems arise. If you get a letter saying you violated your lease or failed to pay rent, contact your property manager immediately! Problems become more difficult if you ignore them.

Be a good neighbor. Many problems can be avoided if you are pleasant with your neighbors. Stand up for your rights but try to be courteous and respectful too.
Wildlife
Please do not feed birds or wild animals. There may be designated bird feeders set up near your building, but that is the limit.

Fireworks
Fireworks are prohibited on all Westbrook Housing property.

Firearms
If you own a firearm you must comply with municipal and Maine state gun laws that regulate how and when you can carry and how you display a gun in your home. Any violation of Maine’s gun law will result in automatic termination of your lease.

Smoking
Smoking is NOT PERMITTED in your apartment or anywhere in the building. Smoking is only permitted in designated smoking areas.

Westbrook Housing will evict tenants who smoke in apartments, buildings or in any non-designated area.

What will you have to pay when you move in?
When you sign the lease, you will pay your first month’s rent (or a pro-rated amount if you move in mid-month) and a security deposit.

Security deposit: At the lease-signing, you will pay a security deposit that is roughly equal to one month’s rent. This amount is due in full before or at move in. Your security deposit may not be used as your last month’s rent.

Payment plan, you can set up a monthly payment plan of 3 months for rent only.

If you have a pet, you will have to pay an additional $300 deposit.

What are our responsibilities as your landlord?

Regularly clean all common areas and maintain them in a safe condition.
Dispose of trash and garbage from the designated collection areas.
Maintain all plumbing and electrical devices in proper working order and Make necessary repairs promptly.

Maintain exterior and common area lighting in working order.
Provide extermination services, as necessary.
Maintain grounds and shrubs.
Plow and clean sidewalks and parking lots.
What are your responsibilities as a tenant?

**Keep your apartment clean.** This includes floors, counters, cabinets, windows and regularly cleaning appliances, including exhaust fan filters. (*promptly report any issues that occur in your apartment*)

**Avoid clutter,** make sure you (or an emergency responder) can walk safely inside your apartment. Do not block windows.

**Use appliances appropriately.** Use fixtures and equipment in a safe manner and only for the purposes for which they are intended. Do not store anything in your oven or on the stovetop! That is a fire hazard.

**Do not damage** any part of the unit, common areas or grounds. Do not remove any fixtures or finishes of the unit.

**Remove garbage** and other waste from the unit and recycle where possible.

**Do not litter** the grounds or common areas.

**Lockouts**

We encourage residents to plan ahead should they lock themselves out of their apartment. (*i.e. give a key to a neighbor, friend or relative.*) The maintenance department will unlock your door for you during or after business hours. This service is $40 during business hours, $60 after hours and $80 on holidays.

If you need someone to unlock your apartment, call 854-8202. A member of the maintenance staff will respond to your call in a timely manner.

**Motorized wheelchair and scooter safety**

Make sure we know if you have a pedestrian vehicle. Fire regulations require that you store and charge your chair only in your apartment. Never leave it in hallways, this is a safety hazard. You are liable for any injuries or property damage caused by your vehicle. When you are outside, equip your vehicle with bright flags to alert drivers. Use walkways and sidewalks when possible and stay to the right as far as possible on roadways.
Trash Disposal

Only properly bagged household trash goes into Dumpsters/trash bins

You will find dumpsters to dispose of your waste either inside your building or just outside. There are also containers designated for recyclable materials.

You must arrange for disposal of large items such as televisions, furniture, and mattresses. Westbrook Housing does not provide that service.

All needles should be disposed of properly

Dispose in tightly capped containers to avoid injury to staff and others. If you need a secure container, call 854-9779.

How to pay your rent?

Rent is due on the 1st of each month per your lease. Chronic late rent payments can be grounds for termination of your lease.

You can pay rent several ways write a check or money order and mail it to Westbrook Housing, 30 Liza Harmon Drive, Westbrook, ME 04092. (We do not accept cash.)

Drop your check in the property manager’s mailbox if one is available in your building or at our administrative office at 30 Liza Harmon Drive

Have your rent automatically withdrawn from your saving or checking account on the 5th of the month. This way, you will not forget to pay rent and you avoid costly money order fees. To use the automatic payment option, call Matt at 854-6811. This payment on the 5th is considered on time!

Pay by a paperless check through our website (www.westbrookhousing.org).

You must go to the website and make this payment every month.
What do you need to know when you move in?

When you move in, you will be given two keys (or a set of fobs) to the building, to your apartment, and to your mailbox.

Please DO NOT make duplicates of these keys.

We do not permit antennas or satellite dishes on the exterior of Westbrook Housing buildings. Spectrum Cable provides phone, Internet, and cable television service in most Westbrook Housing buildings.

In nearly all our affordable communities, your rent covers the cost of heat, hot water, and electricity as well as management and maintenance at the community. You must pay for cable television, phone service and Internet connection (except Spring Crossing).

You are not permitted to paint walls, add or replace door locks, put nails in the doors, replace or change appliances, install wall mounted televisions or add antennas or satellite dishes to the building’s exterior.

Air conditioner installation, removal, and inspection

Air conditioners are permitted from May 15 to Oct. 15.

If you have a medical need for air conditioning beyond that time, please call the FSS Coordinator and request an accommodation form.

Floor model air conditioners only. Window air conditioners are NOT allowed at any of our properties. When purchasing a floor model, we recommend self-evaporating air conditioners that are at least twelve thousand BTUs.

Westbrook Housing staff can install your floor air conditioner. The fee to install your floor air conditioner is $60. A $60 annual fee covers inspection of year-round units installed per reasonable accommodation requests. Maintenance costs associated with correcting improperly installed air conditioning ventilation panels or damage caused by a leaking or overflowing water collection tank of the unit could exceed these preventative fees and will be charged to the resident.

Laundry Rooms

The laundry room is for residents only and is open from 7 a.m. to 10 p.m. (Mill Brook Estates, Malcolm A. Noyes and Riverview Terrace are open until 9 p.m.) Please wipe out the washing machine after you wash a particularly dirty load and empty lint filters.

Nonresidents CANNOT DO LAUNDRY in the facility (unless you are a service provider of a resident).
Snow Removal Procedures

During a storm

Stay inside while the plow trucks are in the parking lot. If you must go out, be sure that maintenance sees you before entering the parking lot!

For your safety, the crew will stop plowing and leave the parking lot if anyone is in the parking lot. Poor visibility and slippery surfaces make this a hazardous situation.

After the storm you will receive a One Call automated message with instructions as to when and where to move your car so that the maintenance crew can clear the parking spots. You are responsible to clear snow from your vehicle. After plowing and sanding is complete, it is time to move your car back to your parking spot.

Preventing bed bugs is a high priority!

Westbrook Housing takes the risk of a bed bug infestation seriously. Any signs of bed bugs or insects must be reported immediately. To report bed bugs please call 854-8202.

When bed bugs are identified, we will treat your apartment. We will conduct follow-up inspections to make sure treatment was successful.

Failure to report and comply with bed bug treatment procedures can result in widespread infestation and eviction, as well as liability for the cost of treatment.

What you need to know when you move out?

Your apartment should be in the condition in which you received it at move in. We do understand there will be normal wear and tear based on the time you have lived in the unit. Clean all floors, walls, counters, cupboards, sinks, shower, toilets, and appliances.

You must return all the keys or fobs we gave you. You will be charged for any key or fob replacements before getting your security deposit returned. If you lose your keys, you will be charged a $40 service fee plus the actual replacement cost of each key or fob.

After you move out, you, the property manager and maintenance technician will examine your apartment together. If the apartment is clean and there is no damage, your security deposit will be processed 30 days after the move out. If repairs or extensive cleaning are required of our staff, you will receive an invoice for these costs that will be deducted from your security deposit.

Will you get the security deposit back?

If you follow your lease rules (such as reside here for at least 12 months, give a 30-day written notice before you move out, and don’t damage your apartment) you should get your security deposit back.
**Annual income and apartment inspections**

Every year, if you live in affordable housing, we will review your income to make sure you continue to qualify for the housing program. We also inspect everyone’s apartment once a year to make sure there are no health or fire hazards. Other inspections by other agencies will also occur at varying times through the year.

**Annual rent recertification**

In affordable or subsidized housing units, we will review your family income annually. About four months before your move-in anniversary, the property manager will meet with you to review your income and assets.

After this “recertification” review, we will verify your income and figure your new rent. You are given a 30-day advance notice of any rent increase.

**Tell us if your income or family changes immediately.** In affordable housing, you must tell us right away if your income or family changes (new baby, get a raise). Don’t wait for your annual recertification to report these changes. Failure to tell us can result in charges of fraud and fines.

**How apartment inspections are done.** Westbrook Housing will tell you the date we will inspect your apartment. Maintenance technicians and property managers usually conduct these inspections together. You do not have to be present during the inspection unless you want to be.

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**Pets and Service Animals**

You must receive written permission before pets or service animals are allowed. Visitor’s pets (except service animals) are not allowed in our buildings. A $300 security deposit is required for all pets. If your pet is a dog, it can weigh no more than 20 pounds.

If you have a pet or service animal, or if you want to get one, you must fill out the pet/service animal packet.

**Rules for pets and service animals**

You must prove that your pet or service animal is healthy and has received all necessary vaccinations. You also need to identify someone who will take care of your pet if you are ever unable to. Pets and service animals cannot roam freely in halls and common areas. Pets are not permitted in areas where food is served.

Dogs must always be on leashes and under control for the safety of all tenants. You must dispose of pet waste properly.

**Never** flush waste down the toilet. Bag waste and place in dumpster.
Guests

How long can visitors stay overnight?

A guest can stay in the unit no longer than 14 **consecutive days** or a total of 30 days during a 12-month period.

You must notify Westbrook Housing when overnight guests stay for more than 3 **consecutive days**.

**Exceptions to the overnight visitor rule**, if you or a relative is recovering from surgery or a child is visiting and you have custody/visitation privileges, an exception may be granted. Talk to your property manager to see if you qualify.

Illegal use of a Westbrook Housing address is prohibited

Tenants should not allow their addresses to be used by non-residents, especially for fraudulent purposes.

Allowing someone to use your address violates your lease and could result in eviction.

Need a repair? Call in a “work order”

**Phone** the maintenance department at 854-8202.

**Email** work orders to workorders@westbrookhousing.org

If no one answers, leave a message that includes your name, building, apartment number and phone number and a description of the problem. Once you have placed a work order, maintenance assumes you have granted permission to enter unless you tell us otherwise. Non-emergency work orders can take up to 14 days to complete.

**What if an emergency happens at night or during weekends?**

If you have flooding (including plugged toilet), no heat or your refrigerator stops working - **Call 854-8202**. You will be asked for your name, phone number, building, apartment number and explain your emergency. The on-call maintenance person will return your phone call in a timely manner. (Fire, break-ins, or Illness? Always dial 911)

**Your right to privacy**

Westbrook Housing staff will not enter your apartment without prior notice unless there is an emergency (water leak or fire) or a security issue. Unless notified otherwise when making a maintenance repair request, Westbrook Housing assumes that you have granted entry to make the repair if you are not home.
Important Notification System

Instead of paper notices, we use an automated notification system, to deliver notices to our properties.

One Call Now

You may choose to receive our message on your phone, cell phone, email or by text.

If your phone number changes, please remember to notify us.

We use One Call Now to confirm that you have placed a work order with our Maintenance Department, to alert you to scheduled inspections at your building either in the common areas or in your apartment. We also use One Call Now to notify you during a snowstorm when it is time to move your car and where to move it.

We provide phone service at Larrabee Village.

Residents may choose to use this phone service, which is linked to the resident attendants and front door. Talk to the property manager for more information.

One Call Now can deliver your message by text, to set it up - Using your cell phone –

Text the word ALERT to 22300.

Community Courtesy Rules

Quiet hours

Quiet hours start at 10 p.m. and end at 7 a.m.

These quiet hours apply to apartments, the Community Room, common areas, hallways, laundry rooms and entrances.

Pants, shirts, shoes must be worn

Pants, shirts, shoes must be worn in all common areas and hallways.

Alcohol is not permitted in the Community Room and common areas, including the laundry room, storage area, hallways, and parking lots.

Guest and Visitor Rules

You are responsible for your guests’ behavior. You must accompany them at all times in common areas. If your guest violates the lease and building rules, you may be evicted.

Offensive Behavior, Hate Language

It is a violation of the Fair Housing Act, Section 504 and the 1973 Rehabilitation Act, the Americans with Disabilities Act, Westbrook Housing policies and your lease to harass or discriminate against a resident or staff member because of race, religion, national origin, perceived sexual orientation, gender identity, marital status, color, sex, disability, or familial status. You face eviction if you violate these policies. Behavior that offends the dignity of anyone can result in eviction.