



Westbrook Housing Resident Handbook



30 Liza Harmon Drive
Westbrook, ME 04092
(207) 854-9779



EQUAL HOUSING OPPORTUNITY

Revised 9/2025



WELCOME TO WESTBROOK HOUSING!



Our mission is to provide low to moderate income seniors and families with safe, high quality, and affordable housing opportunities as they strive to maintain self-sufficiency and to 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, however, these requirements exist because the government requires us to ensure you qualify for our housing programs and that you receive all the support you can.

What will you have to pay when you move in?

Amount you owe 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 contract 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.**

Pets: you will have to pay an additional **\$300 deposit for a pet.**



What are our responsibilities as your landlord?



Regularly clean all common areas and maintain them in a safe condition.

Dispose of trash and garbage in 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 of 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! This 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.



Treat residents, staff, vendors, and guests with respect.

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

Do not litter the grounds or common areas.

How do you 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:

1. Write a check or money order and mail to: Westbrook Housing, 30 Liza Harmon Drive, Westbrook, ME 04092. *(We do not accept cash.)*

2. 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.

3. Pay online. For help setting this up, call our finance office at 854-6811.

4. 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 avoid costly money order fees. To use the automatic payment option, call our finance office at 854-6811. *This payment on the 5th is considered on time!*

5. Pay by a paperless check through our website: www.westbrookhousing.org For this option, 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.

You MAY 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, put up borders, 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.

What do you need to know when you MOVE OUT?

Your apartment should be in the condition in which you received it at move in. We 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, the property manager, maintenance technician and you* 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 which will be deducted from your security deposit. ****If you don't show up, any and all findings will be final.***

Will you get your 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. Inspections by other agencies may also occur at varying times throughout the year.

Annual rent recertification. Affordable or subsidized housing units require an annual review of your family income. About four months before your move-in anniversary, you will be sent paperwork in the mail to complete. After this "recertification" review, we will verify your income and determine your new rent. You are given a 30-day advance notice of any rent increase.

Tell us if your income or family changes immediately. 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 give 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.

Need a repair? Place a "work order"



THERE ARE 2 WAYS TO PLACE A WORK ORDER:

1. By phone: call **854-8202**. Westbrook Housing uses a call center that will answer. They'll ask you your name, building, apartment number, street address, phone number and a description of the problem. They'll relay this information to our on-call maintenance technician who will then return your call in a timely manner.

2. By email: email workorders@westbrookhousing.org after which you'll receive a **ONE CALL NOW** to confirm we received it.

Once you've 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 a plugged toilet), no heat or your refrigerator stops working, call **854-8202**. The same procedure as above will apply. (**Fire, break-ins, or illness? Always dial 911.**)

RIGHT TO PRIVACY: Westbrook Housing staff will not enter your apartment without 24 hours prior notice unless there is an emergency (water leak, smell of smoke, fire or a security issue). When making a maintenance repair request, unless notified otherwise, Westbrook Housing assumes that you have granted entry to make the repair if you are not home.

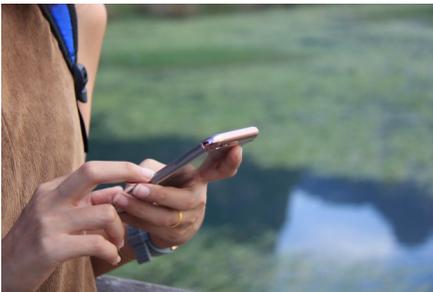
Important Notification System

Instead of paper notices, we use an automated notification system for our properties. This is called **ONE CALL NOW**.



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 (common areas or in your apartment). We also use **ONE CALL NOW** to notify you during a snowstorm when it's time to move your car and where to move it.

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!*



For ALL Residents: ONE CALL NOW can deliver messages to you via text. You can set it up using your cell phone: *TEXT the word ALERT to 22300.*

Community Courtesy Rules

Quiet hours start at 10pm and end at 7am. These quiet hours apply to ALL areas inside and outside of the building, including your apartment.

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

Alcohol is NOT permitted in ANY common areas, including the Community Room, laundry room, storage, smoking areas and hallways.

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, it could result in your eviction.

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.



Guests

How long can visitors stay overnight?

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

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

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.

Laundry Rooms

The laundry room is for residents only – each building has their hours posted on the laundry room door. Please wipe out the washing machine after you wash a particularly dirty load and empty lint filters. Washing pet beds in the washing machines is **prohibited**.

Nonresidents MAY NOT USE the laundry room (unless you're a service provider of a resident).



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.

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 inspect your apartment, treat as needed and 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, lease violations and eviction, as well as liability for the cost of treatment.

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.



Air conditioner installation, removal, and inspection



Air conditioners are permitted from May 15 until October 15.

If you have a medical need for air conditioning beyond that time, please request an “Accommodation Form.”

Only floor model air conditioners are permitted. 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 12,000 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.

Trash Disposal

Only properly bagged household trash goes into dumpsters and/or trash bins. You will find dumpsters and/or trash bins to dispose of your waste either inside your building or just outside.

Recyclable materials have their own designated containers.

Disposal of large items such as televisions, furniture, and mattresses must be arranged for by you. Westbrook Housing does not provide this service.



Dispose of any/all needles/sharps in tightly capped containers to avoid injury to staff and others. If you need a secure container, call 854-9779.



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 plan to get one, you must first 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. Restrain your pets, especially near where food is served. Only assistance animals can be near food areas.

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

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



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 are prohibited on all Westbrook Housing properties.

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 IS NOT PERMITTED in your apartment or anywhere in the building. Smoking is **ONLY** permitted in designated smoking areas. Marijuana use is **NOT** allowed due to federal funding. **Smoking in apartments, buildings or in any non-designated area will result in lease violations and eviction.**



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.

Important Phone Numbers



WESTBROOK HOUSING

854-9779

Office hours: Monday-Thursday, 8am-4pm
(Our Office is closed on Fridays)

MAINTENANCE DEPARTMENT

WORK ORDERS by PHONE

854-8202

WORK ORDERS by EMAIL

workorders@westbrookhousing.org

FINANCE OFFICE

RENT PAYMENTS

854-6811

PROPERTY MANAGEMENT

Barbara Soloway, Property Management Director

854-6828

Kristen Spiller, Property Manager
(Larrabee Village)

854-6812

Elizabeth Mohn, Property Manager
(Presumpscot Commons, Stroudwater Apartments,
Stacy Symbol Apartments)

854-6823

Brittany Schmidtke, Property Manager
(Harnois Apts, Emery Apts., Golder Commons,
School House Commons, 783/789 Main)

854-6832

Marc Montminy, Property Manager
(Millbrook Estates, Malcolm A. Noyes,
Spring Crossing)

854-6829

Erin Malloy, Property Manager
(Larrabee Heights, Riverview Terrace,
Larrabee Woods, Arthur O. Berry/Larrabee Commons)

854-6843

Heather Prouty, Assistant Property Manager

854-6838

Important Phone Numbers *(CONTINUED)*

COMPLIANCE

Megan Christensen, Compliance Specialist 854-6819

Susan Spear, Compliance Assistant 854-6856

RESIDENT SERVICES DEPARTMENT

Michelle York, Director 854-6825

Alissa Behnke, Activities Coordinator 854-6841

Nicole Fernald, Resident Services Coordinator 854-6822

Brianna Tosetti, Resident Services Coordinator 854-6846

Nichole Clark, Larrabee Village Resident Services Mgr 854-6833

Paul Grazia, Larrabee Village Resident Service Coordinator 854-6728

Resident Attendant - Larrabee Village ONLY 854-6789

MISCELLANEOUS

Medicare, Maine Care, Food Stamps 800-477-7428

or 822-2071

RTP Shuttlebus 774-2666

If you're a person with disabilities and require specific accommodations in order to fully utilize programs/services, please call 854-9779.

EMERGENCY WESTBROOK POLICE 911

POLICE (NON-EMERGENCY) 854-0644

SUPPORT

