

Welcome Handbook



Kansas City, Kansas Housing Authority

1124 North Ninth Street
Kansas City, KS 66101-2197
(913) 281-3300
(913) 279-3428 FAX

Welcome to the Kansas City Kansas Housing Authority!

Thank you for choosing to live with us. As the largest and oldest public housing agency in Kansas, our goal is to provide you with an affordable and attractive place to live. To help us meet these goals, please:

- **Pay your full rent on time**
- **Pay maintenance charges and other fees timely. Do not let them accumulate!**
- **Call us when repairs are needed**
- **Keep your yard clean if you have one**
- **Keep your home clean and in good condition**
- **Respect your neighbors right to peace and quiet**

Due to federal regulations, we also need to know when your income or family size changes. When income or family size change call your manager immediately. Please get to know your manager and the rest of our staff. They are here to help you. Your manager can answer your questions about your lease, your home and the community. Again, thank you for choosing the Kansas City Kansas Housing Authority. Please call us if you have questions or concerns.

Sincerely,

Thomas M. Scott
Executive Director

Table of Contents

Lease Information.....	3	Maintenance.....	6
Your Home.....	3	Pest Control.....	7
Rent Information.....	4	1 st Year Inspections.....	7
Rent Due Date.....	4	Annual Recertification....	8
Change in Income or Family Status	4	Transfers.....	8
Crime Prevention.....	5	Moving Out.....	9
Your Car.....	5	Resident Association.....	9
Emergency Numbers.....	5	Social Agencies.....	10
24-Hour Emergency Repair Service	5	KCKHA Properties.....	11
Other Repairs.....	6		
Repair Charges.....	6		

Lease Information

The lease you sign is a legally binding contract. It has a list of your rights and responsibilities. Please keep it with your other important papers. If you have questions about your lease or need other general information, please call your manager. At some developments, assistant managers and recertification specialists are also available to help you.

Take Care of Your Home

Please keep your home in good condition and notify us when repairs are needed. The following are some additional items to keep in mind:

- Dispose of trash properly. Use a trash can with a tight-fitting lid or heavy trash bags that are tightly closed. Do not put trash in open containers like sacks or boxes
- If you do not dispose of trash properly, you will be charged a cleanup fee
- You are responsible for paying for any damages to your apartment
- Do not decorate with feather painting, wallpaper, contact paper, cork tile, mirror tile or similar items. You will be charged to have these items removed.
- If you have a porch and yard, please keep them clean and safe. If you don't keep these areas clean, you can be charged a cleanup fee or be evicted

Rent Information

You will receive a rent statement by the first of each month. Rent is due the first of the month. It is delinquent if it is not paid by the 7th.

There are three easy ways to pay:

1. Bring a personal check, money order or cashier's check to the main office. **We do not accept cash payments.** Personal checks are accepted from tenants who have not had a check returned NSF and who do not owe more than one month's rent.
2. Pay charges at the main office with a major debit or credit card. We cannot take card payments over the phone. The card must be presented in person.
3. Mail your rent payment with our half of the rent statement to:
Kansas City Kansas Housing Authority
1124 North 9th Street
Kansas City, KS 66101
4. Pay your rent at one of the many authorized banks is KCK. Banks can only accept the full amount shown on your current rent statement. The banks accept cash. They can not accept partial or back payments. The Main Office has a list of banks.

Rent Due Date

Your rent is due on the first of each month. It is delinquent after the 7th of the month.

If you have any questions about your rent, please ask your manager or call (913) 281-3300 or stop by the Housing Authority office at: 1124 North 9th Street Kansas City, KS 66101.

Change in Income or Family Status

Due to federal regulations, we need to know when you have a change in the number of people living with you or when your income changes. This helps us to make sure that your apartment is large enough and that you are paying the correct rent. If you do not report this information, you can be evicted. Before anyone 18 or older can move in, that person must qualify for public housing. When a resident turns 18, he or she needs to bring in income and/ or continuing education information and sign a lease. When you have a change in family status or a change in income, immediately contact your manager.

Crime Prevention

Providing you with a safe neighborhood is one of our goals. Residents who do any of the following can be evicted:

- Use home for business purposes
- Become involved with illegal drugs or other activities
- Destroy, damage or steal property
- Use any illegal weapons such as firearms, BB or pellet guns on Housing Authority property

Proper Licensing and Operating of Vehicles

Please keep your car in good condition. Vehicles that do not have a valid license plate or do not operate will have a sticker put on the windshield. This sticker tells the police to tow the vehicle to the impound lot. Repair work like changing engines, repairing transmission, or replacing major parts are not allowed on Housing Authority property. Washing cars and oil changes are not allowed because of environmental problems. In addition, please do not park or drive your car on the grass.

Emergency Numbers

Police, Fire, or Ambulance	911
Board of Public Utilities	(913) 573-9511
BPU 24 Hour Emergencies	(913) 573-9622
Kansas Gas Service	(913) 319-8600 (888) 482-4950

24-Hour Emergency Repair Service

Call us immediately if there is:

- A strong smell of gas (contact gas company 1-800-794-4780 after hours)
- No electrical power in your home
- No heat because of a broken furnace and it is below 40F outside,
- Standing water in the apartment
- A broken entry door lock (if you lock yourself out, please contact a locksmith. This is not considered an emergency)

Call (913) 281-3300

**If you live in one of the elderly high-rise complexes,
call your manager for all repairs.**

Other Repair Services

For repair services not listed above call between 7:30 a.m. and 4:00 p.m. Monday – Friday to schedule repairs.
Call (913) 281-3300

Charges for Repairs

There are no charges for repairs due to normal wear and tear. Your orange folder has a copy of the Maintenance Price List that lists costs for other repairs. Or you may contact your manager for another copy.

Scheduling Maintenance Work

We want to keep your home in good condition. **If you live in one of the high-rise complexes and need repair work done, please call your manager.** If you do not live in a high-rise, please follow these steps:

- 1) Dial 281-3300 and ask for maintenance
- 2) Tell the dispatcher your name, address and phone number and briefly describe the problem.
- 3) The dispatcher will write a work order and send a repair person to your home the next day.
- 4) When the repairs are finished, you will be asked to sign the work order to show that the repairs were done to your satisfaction.
- 5) If the repairs aren't completed, do not sign the work order. Call Maintenance at 281-3300 to discuss your concerns

If you are not home when repair person arrives, he or she will enter your home and do the needed work. If the work you need done is one of the emergencies listed on page 5:

- Call 281-3300 at any time

Give your name, address, phone number and description of the emergency. Someone will be sent out repair the problem as soon as possible.

Pest Control

You will receive a free visit from a professional exterminator once every three months. Help keep pests under control by:

- Keeping your home clean
- Cleaning up food and dishes
- Keeping food in sealed containers or properly wrapped
- Using household bug sprays or powder when necessary, and
- Not storing items in the furnace room

Before the exterminator visits, please:

- Take everything out of your kitchen cabinets and cover any food sitting out, (We're sorry for the inconvenience, but this is the only way to make sure that the bugs are killed.)
- Move all small items like waste baskets, flower pots and hampers away from the walls-especially in the kitchen, bathroom and closets.

If you are not home, one of our maintenance department staff members will escort the exterminator through your home. If you still have bug problems, call maintenance. Call backs for pest control are free.

1st Year Inspections

During your first year as a resident, we will inspect your home to ensure that you are receiving the services that you need and to check on the condition of your home. At the family developments, your manager will call you and set up a visit for a:

- 90-day inspection,
- 6-month inspection
- 1-year inspection

These visits are a good opportunity for you to talk with your manager about any concerns.

Annual Recertification

Once each year, the Housing Authority is required by federal law to check each resident's status to ensure that he or she is still eligible for the program. Your manager will send you a letter so that you can set a time to meet.

In the interview, you will be asked to state (and provide documents to prove):

- The amount and sources of your total income
- The names and ages of everyone living in your residence

Please give accurate information. Under federal law, deliberately giving false information can lead to eviction and prosecution for fraud. Between yearly certifications, please notify us immediately if your income or family size changes. This will help ensure that you are paying the correct rent and that you have enough living space for your family.

Transfers

Due to federal regulations, transfers are limited. However, a transfer can be granted for the following reasons:

- Medical-If you have to visit your doctor or a hospital once a week for three months or more you may be eligible for a transfer. Your doctor must document your need to live closer. You may also apply for a transfer based on a doctor's statement of other medical reasons.
- Closer to your job-You must document the savings in transportation costs.
- Change in family size-You must document birth, death, divorce or other reason for change in family size.

To apply for a transfer, write a letter requesting the transfer and send the necessary documents (listed above) to your manager. Your request will be answered in writing. If your transfer is approved, your name will be added to the Transfer Waiting List. Before you move, your current home will be inspected. You must pay for any repairs beyond normal wear and tear before leaving your old apartment.

Moving Out

If you decide to move out of the Housing Authority Community provide the following:

- A written notice 15 days before the day you move out.
- You must turn your keys in or we will continue to charge you until we receive the keys, or it is otherwise determined that the unit has been vacated.

When you turn in your keys, we will inspect your residence. You are encouraged to attend the inspection because any damages will be itemized and deducted from your security deposit. State law requires that we send you a statement of the charges and credits to your account as well as any security deposit refund, if any, within 30 days of the day the unit is determined to be vacant. Please give us a forwarding address when you turn in your keys so that we can send you this information. If you live in a family complex, please turn your keys in at the Maintenance Department at 624 State Ave. If you live in one of the elderly complexes, please turn your keys in to your manager. Sections 11, 12 and 13 of your lease provide complete details on how to move out.

Resident Association

Want to get involved? Join your Resident Association!

The Resident Association is a group of community members who:

- Sponsor events like educational classes, training programs and recreational activities.
- Represent the concerns of the community
- Sponsor the Neighborhood Watch Program to help combat crime

You and your neighbors elect the officers, who are the residents in the area that run your resident association. Call your manager if you are interested in getting involved!

Social Agencies

- Community Centers
- Campfire Boys and Girls
- Hotwheels
- Kidzone
- Summer Swimming Program
- Trips for kids Kansas City
- Back to School
- Christmas Adoption Program
- Christmas in the City
- Christmas Store
- Commodity Supplemental Food Program
- Easter Egg Hunt
- Emergency Assistance
- Even Start/Project TEACH
- Garage Sale
- GEAR UP (Gaining Early Awareness and Readiness for Undergraduate Programs)
- J.C. Nichols Residential Real Estate Homeless Prevention Program
- Kansas City Healthy Start
- Keys for Networking
- Kansas Multicultural Alcohol and Drug Treatment (KMADT)
- Sister to Sister Program
- New Century Connections
- Our Lady Child Care Center
- National Youth Sports Program (NYSP) Parks and Recreation
- Project Discovery
- Resident Associations
- Parents as Teachers
- Project HOPE
- Safe Neighborhood Partnership
- Second Chance Housing
- Third Street Church of God Childcare Center
- Truancy Task Force
- Crime Awareness Coordinating Effort (CACE)
- IAM Cares
- Headstart
- Infant/Toddler Services
- Kansas City, Kansas Northeast Adolescent Project (KC-KNAP)
- The Family Conservancy
- Community Garden
- Community Service
- Return to School
- SAVE Inc.
- Southern Baptist Ministries

When You or Someone You Know Needs Help.....

These agencies are here to help you. For more information, visit with your manager, the social services coordinator, or other employees at the Housing Authority.

Emergency Relief for Disaster Victims:

The American Red Cross
1600 Washington Blvd. Kansas City, KS 66102
(913) 321-6314

Emergency Assistance:

Catholic Charities
220 S. 18th St. Kansas City, KS 66102
(913) 621-1504

Cross-Lines Cooperative Council
736 Shawnee, Kansas City, KS 66105
(913) 281-3388

Economic Opportunity Foundation
1542 Minnesota Ave. Kansas City, KS 66102
(913) 371-7800

The Salvation Army - Harbor Light
6723 State Ave. Kansas City, KS 66102
(913) 321-7068

Turner House
21 N 12th St, Kansas City, KS 66102
(913) 252-5400

Social & Rehabilitation Services Gateway Center
4th & State, Kansas City, KS 66101
(913) 279-7000

El Centro DeServicios Para Hispanos
1333 S. 27th St. Kansas City, KS 66106
(913) 281-1186

Friends of Yates
1418 Garfield, Kansas City, KS 66104
(913) 321-1566

Willa Gill
645 Nebraska Ave, Kansas City, KS 66101
(913) 621-4690

Shelter Hotline: (816) 414-4599

**Domestic Violence & Sexual Assault
1-888-END- ABUSE**

Kansas City Kansas Housing Authority Properties

Juniper Gardens
1980 N. 2nd Street
Kansas City, KS 66101
(913) 371-3708

St. Margaret's Park
350 Perry Square
Kansas City, KS 66101
(913) 321-0233

Cyrus K. Holliday
1750 S. 37th Court
Kansas City, KS 66106
(913) 262-9454

Belrose Manor
2924 W 40th Avenue
Kansas City, KS 66103
(913) 677-4235

Douglas Heights
4108 Lawrence Drive
Kansas City, KS 66106
(913) 262-9496

Grandview Park Manor
1240 Ray
Kansas City, KS 66102
(913) 342-3246

Chalet Manor
1601 Birch
Kansas City, KS 66106
(913) 362-4270

Wyandotte Towers
915 Washington Blvd
Kansas City, KS 66101
(913) 281-3300

Douglas Heights
1742 S 40th
Kansas City, KS 66106
(913) 236-4860

Welborn Villa
5122 Leavenworth Rd
Kansas City, KS 66104
(913) 287-1215

Bethany Park Towers
1131 Central Ave
Kansas City, KS 66102
(913) 342-1115

Glanville Towers
730 Nebraska
Kansas City, KS 66101
(913) 281-4570

Rosedale Towers
2314 W. 39th Adams
Kansas City, KS 66103
(913) 236-4459

Westgate Towers
6100 Leavenworth Rd
Kansas City, KS 66104
(913) 299-1732

Plaza Towers
1200 N. 75th Place
Kansas City, KS 66112
(913) 299-4194

Westgate Villa
3201-07, 3209-15, 3135-41, 3143-49,
3127-33 N. 61st
Kansas City, KS 66104

Scattered Sites

North 3rd, N. 5th, Cleveland (N. 11th @
K1-9)
Parallel, Lafayette, New Jersey, 7th
Freeman, Lyons, Washington, Troup
S.Boeke, Ray, N. Coy /11th & Freeman,
Greeley, Rowland, Springfield
Oak, Parkview, N. 46th
N. 63rd Place
N. 63rd Terr., N. 57th St.
S. 73rd, Osage, Kansas Ave, N. 78th St