

PART I
RESIDENTIAL LEASE AGREEMENT: TERMS AND CONDITIONS

THIS LEASE AGREEMENT (called the "Lease") is between the **HOUSING AUTHORITY OF THE CITY OF KANSAS CITY, KANSAS** (herein after "The Authority") and Tenant named in Part II of this lease (called "Tenant").

I. Description of the Parties and Premises:

- (a) The Authority, using verified data about income, family composition, and needs, leases to Tenant, the property (called "premises" or "dwelling unit") described in Part II of this Lease Agreement, subject to the terms and conditions contained in this lease.
- (b) Premises must be used only as a private residence, solely for Tenant and the household members named on Part II of the Lease. The Authority may, by prior written approval, consent to Tenant's use of the unit for legal profit making activities incidental to the residential use subject to the Authority's policy on such activities.
- (c) Any additions to the household members named on the lease, including Live-in Aides and foster children, but excluding natural births, adoptions, or court-awarded child custody, require the advance written approval of the Authority. Such approval will be granted only if the new family members pass the Authority's screening criteria and a unit of the appropriate size is available. Permission to add Live-in Aides and foster children shall not be unreasonably refused.

Tenant agrees to wait for the Authority's approval before allowing additional persons to move into the Premises. Failure on the part of Tenant to comply with this provision is a serious violation of the material terms of the lease, for which the Authority may terminate the lease.

- (d) Deletions (for any reason) from the household members named on the lease shall be reported by the Tenant to the Authority in writing, within 7 business days of the occurrence. The Authority will verify all reported changes.

II. Lease and Amount of Rent

- (a) Unless otherwise modified or terminated in accordance with Section XIV, or unless not renewed for noncompliance with a community service requirement, this Lease shall automatically be renewed for successive terms of one calendar month. For compliance with community service only, the term of the lease is twelve (12) months.

The rent amount is stated in Part II of this Lease. Rent shall remain in effect unless adjusted by the Authority in accordance with Section VII herein.

Tenant has the option, upon admission to public housing and annually thereafter, whether to pay flat rent (market value) or income-based rent.

The flat rent for the dwelling unit listed above is \$_____.

The amount of the income-based rent (Total Tenant Payment and Tenant Rent) shall be determined by the Authority in compliance with HUD regulations and requirements and in accordance with the Authority's Admissions and Occupancy Policy.

- (b) Rent is DUE and PAYABLE in advance on the first day of each month and shall be considered delinquent after the 7th calendar day of the month. Income-based rent may include utilities as described in Section VII below, and includes all maintenance services due to normal wear and tear. Flat rent does not include a utility allowance, and includes all maintenance services due to normal wear and tear.

When the Authority makes any change in the amount of Total Tenant Payment or Tenant Rent, or in the Flat Rent for the public housing dwelling unit, the Authority shall give 30 day written notice to Tenant. The notice shall state the new amount, and the date the new amount is applicable. Rent redeterminations are subject to the Administrative Grievance Procedure. The notice shall also state that Tenant may ask for an explanation of how the amount is computed by the Authority. If Tenant asks for an explanation, the Authority shall respond in a reasonable time.

- (c) The Authority's Minimum Rent (Minimum TTP) is \$50.00. Provision is made for exemption due to financial hardship as defined in the Authority's Admissions and Continued Occupancy Policy.
- (d) Payments received by the Authority will be applied to the family's account in the following order:
- 1) Security/pet deposit
 - 2) Maintenance and damage charges including utility chargebacks
 - 3) Other charges including late fees and legal processing fees
 - 4) Amounts due under a Repayment Agreement
 - 5) Rent

The oldest obligation within any of the above classifications will be the first retired. It is the responsibility of the tenant to ensure that all mandatory obligations are paid in full and on time.

Late fees apply only to unpaid rent.

III. Other Charges

In addition to rent, Tenant is responsible for the payment of certain other charges specified in this lease. The type(s) and amounts of other charges are specified in Part II of this Lease Agreement. Other charges can include:

- (a) Maintenance costs – The cost for services or repairs due to intentional or negligent damage to the dwelling unit, common areas or grounds beyond normal wear and tear, caused by Tenant, household members or by guests. When the Authority determines that needed maintenance is not caused by normal wear and tear, Tenant shall be billed for the cost of such service, either in accordance with the Schedule of Maintenance Charges posted by the Authority or (for work not listed on the Schedule of Maintenance Charges) based on the actual cost to the Authority for the labor and materials needed to complete the work. If overtime work is required, overtime rates shall be charged. Charges will be shown on tenant rent statement the following month *after* expiration and/or completion of grievance period.
- (b) Late Charges - late charge policy are listed in Admissions and Continued Occupancy Policy. The Authority shall provide written notice of the amount of any charge in addition to Tenant Rent, and when the charge is due. Charges in addition to rent are due no sooner than two weeks after Tenant receives the Authority's written notice of the charge.

IV. Payment Location

Rent and other charges can be paid at the Authority Finance Department or designated Bank locations. The Authority Finance Department will not accept cash.

V. Security Deposit

- (a) Tenant Responsibilities: Tenant agrees to pay an amount equal to \$ «SD_Deposit».00.
- (b) Authority's Responsibilities: The Authority will use the Security Deposit at the termination of this Lease:
 - (1) To pay the cost of any rent or any other charges owed by Tenant at the termination of this lease.
 - (2) To reimburse the cost of repairing any intentional or negligent damages to the dwelling unit caused by Tenant, household members or guests.
- (c) The Authority shall not charge a higher security deposit for tenants with disabilities who use wheelchairs and/or have service or companion animals necessary as a reasonable accommodation. The Security Deposit may not be used to pay rent or other charges while Tenant occupies the dwelling unit. No refund of the Security Deposit will be made until Tenant has vacated, and the Authority has inspected the dwelling unit. The return of a security deposit shall occur within 30 days after Tenant moves out. The Authority agrees to return the Security Deposit plus accrued interest (subject to applicable laws), if any, to Tenant when he/she vacates, less any deductions for any costs indicated above, so long as Tenant furnishes the Authority with a forwarding address. If any deductions are made, the Authority will furnish Tenant with a written statement of any such costs for damages and/or other charges deducted from the Security Deposit.
- (d) Entry Card Deposit: Resident agrees to pay \$«KD_Deposit».00. Entry Card Deposit shall be refunded after termination of occupancy and return of card, and Resident shall be issued a statement of any deductions. Payment of the Entry Card Deposit is to be made in full upon occupancy or by payment of \$10.00 upon occupancy, and \$5.00 per month for the following months until balance is paid. In accordance with the approved Maintenance Fee schedule, a fee will be charged for replacement of cards .
- (e) Pet Fee/Deposit: Resident agrees to pay \$75.00 as a Pet Fee and \$100.00, per pet, as a Pet Deposit to be used by the Authority at the termination of this lease toward reimbursement of the cost of cleaning and repairing any damage beyond normal wear and tear to the unit, which has been caused by the Resident's household pet(s). A statement of all deductions will be issued to the resident within 30 days after the Resident yields possession. Payment of the Pet Fee and Pet Deposit must be made in full before pet(s) will be allowed on property. The Pet Fee is non-refundable. The Pet Deposit will be reimbursed at the time of move-out with other deposit reimbursements.

VI. Utilities and Appliances

- (a) Authority-Supplied Utilities: If indicated by an (X) on Part II of the Lease Agreement, the Authority will supply the indicated utility *for Tenants choosing to pay income-based rent*: electricity, natural gas, heating fuel, water, sewer service. The Authority will not be liable for the failure to supply utility service for any cause whatsoever beyond its control. Utility allowance is not included in flat rents.

If indicated by an (X) on Part II of the Lease Agreement, the Authority will provide a cooking range

and refrigerator. Prior written authorization is mandatory when a resident wishes to have a second freezer in their apartment. Second refrigerators are not allowed under any circumstances. Washers and dryers are permitted in Family site units and at Westgate Villa. All other units located in sites designated as Elderly/Disabled are not equipped with hook-ups; therefore washers and dryers are not permitted under any circumstances. The Housing Authority bears no responsibility or liability for any appliances that are not provided by the Authority.

- (b) Tenant-Paid Utilities: If Tenant resides in a development where the Authority does not supply electricity, natural gas, or heating fuel, an Allowance for Utilities shall be established, appropriate for the size and type of dwelling unit, for utilities Tenant pays directly to the utility supplier. Tenants paying flat rent pay utility costs directly to the utility supplier, and **will** receive an Allowance for Utilities. In income-based rent, the Total Tenant Payment less the Allowance for Utilities equals Tenant Rent. If the Allowance for Utilities exceeds the Total Tenant Payment, the Authority will pay a Utility Reimbursement to the Tenant each month. If the Authority pays a Utility Reimbursement directly to the utility supplier, the Authority will so notify the Tenant.

If the Tenant is responsible for utility and the account reverts back to the Authority due to non-payment by Tenant, the Tenant will reimburse the Authority.

The Authority may change the Allowance at any time during the term of the lease, and shall give Tenant 60 day written notice of the revised Allowance along with any resultant changes in Tenant Rent or Utility Reimbursement.

If Tenant's actual utility bill exceeds the Allowance for Utilities, Tenant shall be responsible for paying the actual bill to the supplier. If Tenant's actual utility bill is LESS than the Allowance for Utilities, Tenant shall receive the benefit of such saving.

- (c) Tenant Responsibilities: Tenant agrees not to waste the utilities provided by the Authority and to comply with any applicable law, regulation, or guideline of any governmental entity regulating utilities or fuels. Tenant also agrees to abide by any local ordinance or House rules restricting or prohibiting the use of space heaters in multi-dwelling units.

VII. Terms and Conditions

The following terms and conditions of occupancy are made a part of the Lease:

- (a) Use and Occupancy of Dwelling: Tenant shall have the right to exclusive use and occupancy of the dwelling unit for Tenant and other household members listed on the lease. With the prior written consent of the Authority, members of the household may engage in legal profit making activities in the dwelling unit incidental to the residential use.

This provision permits accommodation of Tenant's guests or visitors as in Admissions and Continued Occupancy Policy. Permission may be granted, upon written request to the Manager, for an extension of this provision. [966.4 (d)(1)]

- (b) Ability to Comply with Lease Terms: If, during the term of this Lease, Tenant, by reason of physical or mental impairment, is no longer able to comply with the material provisions of this lease and cannot make arrangements for someone to aid him/her in complying with the lease, and the Authority cannot make any reasonable accommodation that would enable Tenant to comply with the lease; THEN, the Authority will assist Tenant, or designated member(s) of Tenant's family, to find more suitable housing and move Tenant from the dwelling unit. If there are no family members who

can or will take responsibility for moving Tenant, the Authority will work with appropriate agencies to secure suitable housing and will terminate the Lease in accordance with Section XIV of this lease. At the time of admission, all Tenants must identify the family member(s) to be contacted if they become unable to comply with lease terms.

(c) Re-determination of Rent, Dwelling Size, and Eligibility: The rent amount as fixed in Part II of the Lease Agreement is due each month until changed as described below.

- (1) The family composition is to be re-examined at least once a year. The housing authority shall re-examine the income of the family at least once a year if Tenant chooses to pay income-based rent or flat rent.
- (2) Tenant promises to supply the Authority, when requested, with accurate information about: family composition, age of family members, income and source of income of all family members, assets, and related information necessary to determine eligibility, annual income, adjusted income, and rent.

Failure to supply such information when requested is a serious violation of the terms of the lease, and the Authority may terminate the lease. All information must be verified. Tenant agrees to comply with the Authority's requests for verification by signing releases for third-party sources, presenting documents for review, or providing other suitable forms of verification.

The Authority shall give Tenant reasonable notice of what actions Tenant must take and of the date by which any such action must be taken for compliance under this section. This information will be used by the Authority to decide whether the amount of the rent should be changed, and whether the dwelling size is still appropriate for Tenant's needs. This determination will be made in accordance with the Admissions and Occupancy Policy, which is publicly posted in the Project Office. A copy of the policies can be furnished on request at the expense of the person making the request.

(3) Rent will not change during the period between regular re-examinations, UNLESS during such period:

A. For families paying income-based rent:

1. A person with income joins the household.
2. Tenant can verify a change in his/her circumstances (such as decline in or loss of income) that would justify a reduction in rent. If a reduction is granted, Tenant must report *subsequent increases* in income within 30 days of the occurrence, until the next scheduled re-examination. Failure to report within the 30 days may result in a retroactive rent charge.
3. Tenant experiences an increase in income that would justify an increase in rent only when the resident is at negative rent.
4. It is found that the Tenant has misrepresented the facts upon which the rent is based so that the rent Tenant is paying is less than the rent that he/she should have been charged. The Authority then may apply an increase in rent retroactive to the first of the month following the month in which the misrepresentation occurred.
5. Rent formulas or procedures are changed by Federal law or regulation.
6. Income changes to be reported:

- ___ All changes in income
- ___ All changes in source of income must be reported to the Housing Manager within **10 calendar days** of the occurrence. Failure to report within the **10 calendar days** may result in a retroactive rent charge.

B. For families paying flat rent:

1. If the PHA determines that the family is unable to pay the flat rent because of financial hardship:
 - i. Upon such a determination, the housing authority shall immediately provide for the family to pay rent in the amount determined under income-based rent.
 - ii. Hardship is defined in the housing authority's Admissions and Continued Occupancy Policy.
 2. If the family has switched from paying flat rent to income-based rent because of financial hardship, the family will be given the option at the next annual reexamination whether to choose income-based or flat rent.
- (4) All changes in family composition must be reported to the Housing Manager within 10 calendar days of the occurrence. Failure to report within the 10 calendar days may result in a retroactive rent charge.

This Lease will be revised to permit a change of family composition resulting from a request to allow adult children to move back into the unit. If permitted per the lease, the Tenant MUST receive approval from the Authority BEFORE the adult child moves back to the unit. The adult child will be screened for suitability.

- (d) Rent Adjustments: Tenant will be notified in writing of any rent adjustment due to the situations described above. All notices will state the effective date of the rent adjustment.
- (1) In the case of a rent decrease, the adjustment will become effective, for families paying income-based rent *and* for families switching from flat rent to income-based rent because of financial hardship, on the first day of the month following the reported change in circumstances or change in Federal law or regulations, provided Tenant reported the change in a timely manner, as specified above (when change is based on new circumstances).
 - (2) In the case of a rent increase, when an increase in income occurs after a prior rent reduction and is reported within 10 calendar days of the occurrence, the increase will become effective the first day of the 2nd month following the month in which the change was reported.
 - (3) In the case of a rent increase due to a change in Federal law or regulations, the increase will become effective the first day of the second month following the month in which the Authority notifies the tenant of the law or regulatory change.
 - (4) In the case of a rent increase due to misrepresentation, failure to report a change in the family composition, or failure to report an increase in income (after a reduction in rent per the fixed rent policy), the Authority shall apply the increase in rent retroactive to the first of the month following the month in which the misrepresentation occurred.
- (e) Transfers:
- (1) Tenant agrees that if the Authority determines that the size or design of the dwelling unit is no longer appropriate to Tenant's needs, the Authority shall send Tenant written notice. Tenant further agrees to accept a new lease for a different dwelling unit of the appropriate size or design.

- (2) The Authority may move a Tenant into another unit if it is determined necessary to rehabilitate or demolish Tenant's unit.
- (3) If Tenant makes a written request for special unit features in support of a documented disability, the Authority shall modify Tenant's existing unit. If the cost and extent of the modifications needed are tantamount to those required for a fully accessible unit, the Authority may transfer Tenant to another unit with the features requested at the Authority's expense.
- (4) A tenant without disabilities who is housed in an accessible or adaptable unit must transfer to a unit without such features should a Tenant with disabilities need the unit
- (5) In the case of involuntary transfers, Tenant shall be required to move into the dwelling unit made available by the Authority. Tenant shall be given 5 working days time in which to move following delivery of a transfer notice. If Tenant refuses to move, the Authority may terminate the Lease.
- (6) Involuntary transfers are subject to the Grievance Procedure, and no such transfers may be made until either the time to request a Grievance has expired or the procedure has been completed.
- (7) The Authority will consider any Tenant requests for transfers in accordance with the transfer priorities established in the Admissions and Occupancy Policies.
- (8) The Authority will consider de-concentration of poverty and income-mixing goals when offering Transfers, including skipping families on the transfer list and offering rent incentives to higher income families moving into lower income developments.

VIII. Authority Obligations

The Authority shall be obligated:

- (a) To maintain the dwelling unit and the project in a condition that is decent, safe, sanitary, and in good repair;
- (b) To comply with the requirements of applicable building codes, housing codes and other HUD regulations materially affecting health and safety;
- (c) To make necessary repairs to the dwelling unit;
- (d) To keep project building, facilities, and common areas, not otherwise assigned to Tenant for maintenance and upkeep, in a clean and safe condition;
- (e) To maintain in good and safe working order and condition electrical, plumbing, sanitary, heating, ventilating, and other facilities and appliances, including elevators supplied or required to be supplied by the Authority;
- (f) To provide and maintain appropriate receptacles and facilities (except container for the exclusive use of an individual tenant family) for the deposit of garbage, rubbish, and other waste removed from the premise by Tenant as required by this Lease, and to provide disposal service for garbage, rubbish and other solid waste;
- (g) To supply running water and reasonable amounts of hot water and reasonable amount of heat at appropriate times of the year according to local custom and usage; EXCEPT where the building that includes the dwelling unit is not required by law to be equipped for that purpose, or where heat or hot water is generated by an installation within the exclusive control of Tenant and supplied by a direct utility connection;

- (h) To notify Tenant of the specific grounds for any proposed adverse action by the Authority. (Such adverse action includes, but is not limited to, a proposed lease termination, transfer of Tenant to another unit, or imposition of charges for maintenance and repair, or for excess consumption of utilities.) When the Authority is required to afford Tenant the opportunity for a hearing under the Authority's grievance procedure for a grievance concerning a proposed adverse action:
 - (1) The Notice of the proposed adverse action shall inform Tenant of the right to request such hearing. In the case of lease termination, a notice of lease termination that complies with 966.4(1)(3) shall constitute adequate notice of proposed adverse action.
 - (2) In the case of a proposed adverse action other than a proposed lease termination, the Authority shall not take the proposed action until time to request such a hearing has expired and (if hearing was timely requested) the grievance process has been completed.
- (i) Reasonable Accommodations for Tenants with Disabilities: The concept of reasonable accommodation involves helping a resident meet essential lease requirements; it does not require the lowering or waiving of essential requirements. Accommodations are not reasonable if they require a fundamental alteration in the nature of the program or impose undue financial and administrative burdens on the Authority.
- (j) To not reduce Tenant's rent due to a reduction in welfare assistance when the welfare reduction is a result of:
 - (1) Fraud by a family member in connection with the welfare program; or
 - (2) Because of welfare agency sanction against a family member for noncompliance with a welfare agency requirement to participate in an economic self-sufficiency program; or
 - (3) Failure to participate in a work activities requirement. The housing authority will verify the above circumstances through the local welfare department through a local agreement with the welfare department to verify such circumstances as quickly as possible.
 - (4) Refusal to reduce Tenant's rent is not applicable if the welfare reduction or termination results:
 - At expiration of a lifetime or other time limit on the payment of welfare benefits; or
 - Because a family member is not able to obtain employment, even though the family member has complied with welfare agency economic self-sufficiency or work activities requirements; or
 - Because a family member has not complied with other welfare agency requirements.

IX. Tenant's Obligations

Tenant shall be obligated:

- (a) Not to assign the Lease, nor sublease the dwelling unit.
- (b) Not to give accommodation to boarders or lodgers
- (c) Not to give accommodation to long-term guests (in excess of 2 days) without the advance written consent of the Authority.
- (d) To use the dwelling unit solely as a private dwelling for Tenant and Tenant's household as identified in PART II of the Lease, and not to use or permit its use for any other purpose.

This provision does not exclude the care of foster children or live-in care of a member of Tenant's

family, provided the accommodation of such persons conforms to the Authority's Occupancy standards, and so long as the Authority has granted prior written approval for the foster child(ren), or live-in aide to reside in the unit.

- (e) To abide by necessary and reasonable regulations promulgated by the Authority for the benefit and well-being of the housing project and Tenants. These regulations shall be posted in a conspicuous manner in the project office and incorporated by reference in this Lease. Violation of such regulations constitutes a violation of the Lease.
- (f) To comply with the requirements of applicable state and local building or housing codes, materially affecting health and/or safety of Tenant and household.

- (g) To keep the dwelling unit and other such areas as may be assigned to Tenant for exclusive use in a clean and safe condition. This includes keeping front and rear entrances and/or patio and walkways for the exclusive use of Tenant, free from hazards and trash and keeping the yard free of debris, illegal furniture and litter.
- (h) To dispose of all garbage, rubbish, and other waste from the dwelling unit in a sanitary and safe manner only in containers approved or provided by the Authority. To refrain from, and cause members of Tenant's household or guest to refrain from, littering or leaving trash and debris in common areas.
- (i) To use only in reasonable manner all electrical, sanitary, heating, ventilating, air-conditioning, and other facilities and appurtenances including elevators.
- (j) To refrain from, and to cause household and guests to refrain from destroying, defacing, damaging, or removing any part of dwelling unit or project
- (k) To pay reasonable charges (other than for wear and tear) for the repair of damages to the dwelling unit, project buildings, facilities, or common areas caused by Tenant, household members or guests.
- (l) To act, and cause household members or guests to act in a manner that will:
 - (1) Not disturb other residents' peaceful enjoyment of their accommodations; and
 - (2) Be conducive to maintaining all Authority projects in a decent, safe, and sanitary condition.
- (m) To ensure that all members of the family who are subject to the community service requirement are complying with the community service requirement, or are no longer residing in the unit (Section 12, USHA).
 - (1) Community service requires that each non-exempt adult resident shall contribute 8 hours per month of community service (not including political activities), or participate in an economic self-sufficiency program for 8 hours per month.
 - A. Exemption is provided subject to specific requirements as described in the housing authority's Admissions and Continued Occupancy Policy, upon verification.
 - B. Tenant must immediately notify the housing authority of any change that affects a household member's exemption from the community service requirement, specifically if the household member no longer meets the exemption requirements.
 - (2) Noncompliance: The housing authority shall determine annually if non-exempt adult residents are in compliance. This Lease shall not be renewed or extended unless the head of household and the noncompliant adult, before the lease expiration date, enter into an agreement to make up the hours within the next twelve (12) month period.
- (n) To assure that no Tenant, member of the household, guest, or other person under the tenant's control engages in:
 - (1) Any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the Authority's public housing premises by other residents (including PHA management staff residing on the premises), or by persons residing in the immediate vicinity of the premises, or;

- (2) Any drug-related criminal activity on or off the premises. Any criminal activity in violation of the preceding sentence shall be cause for termination of tenancy, and for eviction from the unit. (For the purposes of this lease, the term drug-related criminal activity means the illegal possession, manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use, of a controlled substance as defined in Section 102 of the Controlled Substances Act.), or:
- (3) To assure that no member of the household engages in an abuse (or pattern of abuse) of alcohol that affects the health, safety, or right to peaceful enjoyment of the premises by other residents.
- (o) To make no alterations or repairs or redecorations to the interior of the dwelling unit or to the equipment, nor to install additional equipment or major appliances without written consent of the Authority. To make no changes to locks or install new locks on exterior doors without the Authority's written approval. To use no nails, tacks, screws, brackets, or fasteners on any part of the dwelling unit (a reasonable number of picture hangers excepted) without authorization by the Authority.
- (p) To give prompt prior notice to the Authority, in accordance with Section VIII hereof, of Tenant's leaving dwelling unit unoccupied for any period exceeding one calendar week.
- (q) To act in a cooperative manner with neighbors and the Authority's Staff. To refrain from, and cause members of Tenant's household or guests to refrain from, acting or speaking in an abusive or threatening manner toward neighbors and the Authority's staff.
- (r) Not to display, use, or allow members of Tenant's household or guests to display, use any firearms, (operable or inoperable) or other offensive weapons as defined by the laws and courts of the State of Kansas anywhere in the unit or elsewhere on the property of the Authority.
- (s)
 - (1) To take reasonable precautions to prevent fires and to refrain from storing or keeping flammable materials upon the premises.
 - (2) To not disconnect any smoke alarm in the dwelling unit. Tenant disconnection of any smoke alarm is a health and safety violation.
 - (3) To notify the housing authority immediately when any smoke alarm is not operable.
- (t)
 - (1) To avoid obstructing sidewalks, areaways, galleries, passages, elevators, or stairs, and to avoid using these for purposes other than going in and out of the dwelling unit.
 - (2) To refrain from erecting or hanging radio or television antennas on or from any part of the dwelling unit, except that roof antennas may be installed in accordance with regulations set forth by the Authority with the written approval of the Authority.
- (u) To refrain from placing signs of any type in or about the dwelling except those allowed under applicable zoning ordinances and then only after having received written permission of the Authority.
- (v) To insure that all members of their household abide, and are not in noncompliance with, the Authority's pet policy. However, in any development, a person with a disability may keep a companion or service animal that is determined by the Authority to be a reasonable accommodation

for the disability. An animal needed as a reasonable accommodation is not subject to the Authority's pet policy, although it is subject to reasonable health and safety rules.

- (w) To remove from Authority property any vehicles without valid registration and inspection stickers. To refrain from parking any vehicles in any right-of-way or fire lane designated and marked by the Authority. Any inoperable or unlicensed vehicle as described above will be removed from Authority property at Tenant's expense. Automobile repairs are not permitted on project site.
- (x) To remove any personal property left on Authority property when Tenant leaves, abandons or surrenders the dwelling unit. Property left for more than 30 days shall be considered abandoned and will be disposed of by the Authority and disposal shall be assessed against the former Tenant.
- (y) To use reasonable care to keep the dwelling unit in such condition as to ensure proper health and sanitation standards for Tenant, household members and neighbors. **TENANT SHALL NOTIFY THE AUTHORITY PROMPTLY OF KNOWN NEED FOR REPAIRS TO THE DWELLING UNIT**, and of known unsafe or unsanitary conditions in the dwelling unit or in common areas and grounds of the Project. Tenant's failure to report the need for repairs in a timely manner shall be considered to contribute to any damage that occurs. Tenant's failure to cooperate with Maintenance service (repairs or preventative) is considered a breach of the Dwelling Lease.
- (z) Not to:
 - (1) Commit any fraud in connection with any Federal housing assistance program, or
 - (2) Receive assistance for occupancy of any other unit assisted under any Federal housing assistance program during the term of the lease.
- (aa) To pay promptly any utility bills for utilities supplied to Tenant by a direct connection to the utility company, and to avoid disconnection of utility service for such utilities.
- (bb) Not to allow open flame or smoking used while in the presence of oxygen tanks.
- (cc) Not to invite or allow non-resident banned individuals to visit tenant, household members or guest of tenant or household members to come onto the Authority property. Once Tenant is notified, in writing or by public posting in Managers office, of a non-resident being banned from the Authority's property, the resident is deemed to have been put on notice that pursuant to their Lease Agreement they are prohibited from allowing a person who has been banned from Authority property to be a guest of the resident at the housing development. If a resident is observed associating with a banned non-resident on the housing development, he or she will be cited for a lease violation.
- (dd) Not to park unlicensed or inoperable motor vehicles on Authority property, to register all vehicles and affix Housing Authority parking sticker in the proper location of the vehicle. Housing Authority residents may only have one vehicle per licensed driver in the household parked in site parking lots.

X. Defects Hazardous to Life, Health or Safety

In the event that the dwelling unit is damaged to the extent that conditions are created which are hazardous to the life, health, or safety of the occupants:

Authority Responsibilities:

- (a) The Authority shall be responsible for repair of the unit within a reasonable period of time after receiving notice from Tenant. If Tenant, household members, or guests caused the damage, the

reasonable cost of the repairs shall be charged to Tenant.

- (b) The Authority shall offer Tenant a replacement dwelling unit, if available, if necessary repairs cannot be made within a reasonable time. The Authority is not required to offer Tenant a replacement unit if the hazardous condition was caused by Tenant, household members, or guests.
- (c) Tenant shall accept any replacement unit offered by the Authority.
- (d) In the event repairs cannot be made by the Authority, as described above, or alternative accommodations are not provided, then rent shall abate in proportion to the seriousness of the damage and loss in value as a dwelling. No abatement of rent shall occur if Tenant rejects alternative accommodations or if the damage was caused by Tenant, household members, or guests.
- (e) If the Authority determines that the dwelling unit is uninhabitable because of imminent danger to the life, health, and safety of Tenant, and alternative accommodations are refused by Tenant, this Lease shall be terminated, and any rent paid will be refunded to Tenant.

Tenant Responsibilities:

- (a) Tenant shall immediately notify the appropriate Housing Authority personnel Project Manager of the damage and intent to abate rent, when the damage is or becomes sufficiently severe that Tenant believes he/she is justified in abating rent.
- (c) Tenant agrees to continue to pay full rent, less the abated portion agreed upon by the Authority, during the time in which the defect remains uncorrected.

XI. Inspections

- (a) Move-in Inspection: The Authority and Tenant or representative shall inspect the dwelling unit prior to occupancy by Tenant. The Authority will give Tenant a written statement of the condition of the dwelling unit, both inside and outside, and note any equipment provided with the unit. The Authority and Tenant shall sign the statement and a copy of the statement will then be retained in Tenant's folder. The Authority at no charge to Tenant will correct any deficiencies noted on the inspection report.
- (b) Other Inspections: The Authority will inspect the unit at least annually to check needed maintenance, tenant housekeeping, and other lease compliance matters. Tenant will receive a written statement of the charges, if any, for repairs or removal of non-approved alterations to the unit.
- (c) Move-out Inspection: The Authority will inspect the unit at the time Tenant vacates and give Tenant a written statement of the charges, if any, for which Tenant is responsible. Tenant and/or representative may join in such inspection, unless Tenant vacates without notice to the Authority.

XII. Entry of Premises During Tenancy

(a) Tenant Responsibilities

- (1) Tenant agrees that the duly authorized agent, employee, or contractor of the Authority will be permitted to enter Tenant's dwelling during reasonable hours 7:30AM to 4:00PM for the purpose of performing routine maintenance, making improvements or repairs, inspecting the unit, or showing the unit for releasing.
- (2) When Tenant calls to request maintenance on the unit. If tenant is absent from the dwelling unit when the Authority comes to perform maintenance, Tenant's request for maintenance shall constitute permission to enter.

(b) Authority's Responsibilities

- (1) Authority shall give Tenant at least 48 hours written notice that the Authority intends to enter the unit. Authority may enter only at reasonable times.
- (2) The Authority may enter Tenant's dwelling unit at any time without advance notification when there is reasonable cause to believe that an emergency exists.
- (3) If Tenant and all adult members of the household are absent from the dwelling unit at the time of entry, Authority shall leave in the dwelling unit a written statement specifying the date, time and purpose of entry prior to leaving the dwelling unit.

XIII. Notice Procedures

- (a) Move-out date will be the date the Housing Authority takes actual possession of the unit or the date keys are turned in to the Housing Authority, whichever is earliest. In Family sites, keys shall be turned in at the Maintenance Department office located at 624 State Ave Kansas City, Kansas between the hours of 7:30 am to 4:00 pm, Monday through Friday. In Elderly/Disabled sites, keys shall be turned in at the site Managers office between the hours of 8:00 am to 4:00 pm, Monday through Friday. However, in all cases, an executed key receipt notice shall be issued, and should be received by the tenant, in order to verify the receipt of keys and the determination of move-out date.
- (b) Tenant Responsibility: Any notice to Authority must be in writing, delivered to the Project Office or to Authority's Central Office, or sent by prepaid first-class mail, properly addressed
- (c) Authority Responsibility: Notice to Tenant must be in writing, delivered to Tenant or to any adult member of the household residing in the dwelling unit, or sent by prepaid first-class mail addressed to Tenant.
- (d) Unopened, canceled, first class mail returned by the Post Office shall be sufficient evidence that notice was given, whether signed or unsigned
- (f) If Tenant is visually impaired, all notices must be in an accessible format.

XIV. Termination of the Lease

In terminating the Lease, the following procedures shall be followed by the Authority and Tenant:

- (a) This Lease may be terminated prior to its expiration date only for serious or repeated violations of material terms of the Lease, such as failure to make payments due under the lease or to fulfill Tenant obligations set forth in Section IX above, or for other good cause. Such serious or repeated violation of terms shall include but not be limited to:
 - (1) The failure to pay rent or other payments when due;
 - (2) Repeated late payment, which shall be defined as failure to pay the amount of rent or other charges due on the designated date will be used in consideration of execution of rent re-payments.
 - (3) Failure to pay utility bills when Tenant is responsible for paying such bills directly to the supplier of utilities;
 - (4) Discovery after admission of facts that made the tenant ineligible;
 - (5) Discovery of material false statements or fraud by the tenant in connection with an application for assistance or with reexamination of income or family composition;
 - (6) Failure to supply, in a timely fashion, any certification, release, information, or documentation on Family income or composition needed to process annual reexaminations or interim re-determinations;
 - (7) Refusal to accept and execute an amendment, lease revision or written rider to the lease after the Authority provides at least 60 day notice of the proposed effect of the amendment, lease revision or written rider and provides the tenant a reasonable time to respond to the offer to accept and execute the amendment, lease revision or written rider;
 - (8) Serious or repeated damage to the dwelling unit, creation of physical hazards in the unit, common areas, grounds, or parking areas of any project site;
 - (9) Criminal or other activity by a member of the household that threatens the health or safety of other public housing residents, employees of the Authority, contractors or their employees, anyone with permission or of persons residing in the immediate vicinity of the premises; or
 - (10) If Tenant, member of the household, guest or any other person under Tenant's control has engaged in any drug-related criminal activity on or off the premises, including cases where:
 - A. Tenant, member of the household or guest has engaged in drug trafficking; or
 - B. Tenant, household member or guest has engaged in illegal drug use (including cases where the Authority determines that illegal drug use or a pattern of illegal drug use by a household member may threaten the health, safety or right to peaceful enjoyment of the premises by other residents);
 - (11) If a member of the household is:
 - A. Fleeing to avoid prosecution, or custody or confinement after conviction, for a crime, or attempt to commit a crime, that is a felony under the laws of the place from which the individual flees; or
 - B. Violating a condition of probation or parole imposed under Federal or State law.
 - (12) Illegal weapons or drugs seized in an Authority unit by a law enforcement officer;
 - (13) Any fire on Authority premises caused by the tenant, household members or guests' neglect.

- (14) Continued noncompliance of the community service requirement, on the part of any non-exempt adult resident: Continued noncompliance is defined as the 12-month period after the head of household and noncompliant non-exempt adult have signed an agreement that the noncompliant non-exempt adult shall cure the noncompliance by making up the community service hours in the subsequent 12 months. This continued noncompliance will result in eviction of the entire family, unless the noncompliant family member is no longer part of the household.
 - (15) The second incident (in a one-year period) of disconnecting the batteries in or removing any smoke detector in the dwelling unit.
- (b) The Authority shall terminate assistance *permanently* for persons convicted of manufacturing or producing methamphetamine on the premises. "Premises" is the building or complex in which the dwelling unit is located, including common areas and grounds. Also included in the permanent terminated assistance are those placed on a sex offender's registrar.
 - (c) The Authority shall give written notice of the proposed termination of the Lease of:
 - (1) 14 days in the case of failure to pay rent;
 - (2) A reasonable time, but not to exceed 30 days, considering the seriousness of the situation:
 - If the health or safety of other residents, PHA employees, or persons residing in the immediate vicinity of the premises is threatened;
 - If any member of the household has engaged in any drug-related criminal activity or violent criminal activity;
 - If any member of the household has been convicted of a felony.
 - (3) 30 days in any other case.
 - (d) The notice of termination:
 - (1) The notice of termination to Tenant shall state specific reasons for the termination, shall inform Tenant of his/her right to make such reply as he/she may wish, and of Tenant's right to examine Authority documents directly relevant to the termination or eviction.
 - (2) When the Authority is required to offer Tenant the opportunity for a grievance hearing, the notice shall also inform Tenant of the right to request such a hearing in accordance with the Authority's grievance procedures.
 - (3) Any notice to vacate (or quit) which is required by State or local law may be combined with, or run concurrently with, the notice of lease termination under this section. The Notice to Vacate must be in writing, and specify that if Tenant fails to quit the premises within the applicable statutory period, appropriate action will be brought against Tenant, and Tenant may be required to pay the costs of court and attorney's fees.
 - (4) When the Authority is required to offer Tenant the opportunity for a grievance hearing under the Authority's grievance procedure for a grievance concerning the lease termination, the tenancy shall not terminate (even if any Notice to Vacate under State or local law has expired) until the period to request a hearing has expired, or (if a hearing is requested) the grievance process has been completed.

- (5) When the Authority is not required to offer Tenant the opportunity for a hearing under the grievance procedure and the Authority has decided to exclude such grievance from Authority grievance procedure, the notice of lease termination shall:
 - A. State that Tenant is not entitled to a grievance hearing on the termination;
 - B. Specify the judicial eviction procedure to be used by the Authority for eviction and state that HUD has determined that this eviction procedure provides the opportunity for a hearing in a court that contains the basic elements of due process as defined in HUD regulations; and
 - C. State whether the eviction is for a criminal activity that threatens health or safety of residents or staff or for drug-related criminal activity.
- (6) The Authority may evict a Tenant from the unit either by bringing a court action; or as an alternative, the Authority may evict by bringing an administrative action if law of the jurisdiction permits eviction by administrative action, after a due process administrative hearing, and without a court determination of the rights and liabilities of the parties. In order to evict without bringing a court action, the Authority must afford the Tenant the opportunity for a pre-eviction hearing in accordance with the PHA grievance procedure. The hearing notice will advise persons with disabilities of their rights to request a reasonable accommodation.
- (7) Tenant may terminate this Lease at any time, as described in Section XIII (a), above.
- (8) In deciding to evict for criminal activity, except for conviction for manufacturing or producing methamphetamine on the premises, the Authority shall have discretion to consider all of the circumstances of the case, including the seriousness of the offense, the extent of participation by or awareness of family members, and the effects that the eviction would have both on family members not involved in the proscribed activity and on the family's neighbors. In appropriate cases, the Authority may permit continued occupancy by remaining family members and may impose a condition that family members who engaged in the proscribed activity will neither reside in nor visit the unit. The Authority may require a family member who has engaged in the illegal use of drugs to present credible evidence of successful completion of a treatment program as a condition to being allowed to reside in the unit.

XV. Domestic Violence, Dating Violence, Stalking

The following provisions are applicable to situations involving incidents involving actual or threatened domestic violence, dating violence, or stalking, as those terms are defined in Section 6(u)(3) of the United States Housing Act of 1937, as amended, (42 U.S.C. §1437d(u)(3)) and in KCKHA's Violence Against Women Act (VAWA) Policy. To the extent any provision of this section shall vary from or contradict any other provision of this lease, the provisions of this section shall prevail.

(a) Termination of tenancy.

1. An incident or incidents of actual or threatened domestic violence, dating violence, or stalking shall not constitute a serious or repeated violation of the lease by the victim of such violence; and
2. Criminal activity directly relating to domestic violence, dating violence or stalking, engaged in by a

member of the tenant's household, a guest, or other person under the tenant's control, shall not be cause for termination of tenancy or occupancy rights, if the Tenant or any member of the Tenant's family is a victim of that domestic violence, dating violence, or stalking.

3. Notwithstanding anything to the contrary contained in paragraphs (a)1. and (a)2. above, the PHA may terminate Tenant's tenancy under this lease if it can demonstrate an actual and imminent threat to other tenants or to those employed at or providing service to the development in which the unit is located, if the tenant's tenancy is not terminated.
 4. Further, nothing in this section shall prohibit the PHA from terminating tenancy under this lease based on a violation of this lease not premised on an act or acts of domestic violence, dating violence, or stalking against the tenant or a member of the tenant's household for which protection against termination of tenancy is given in paragraphs (a) 1. and (a)2. above. However, in taking any such action to terminate tenancy, the PHA shall not apply a more demanding standard to you than to other tenants.
- (b) Bifurcation of lease: Under the authority provided in Section 6(l)(6)(B) of the United States Housing Act of 1937, as amended (42 U.S.C. §1437d(l)(6)(B)), the PHA may bifurcate this lease in order to evict, remove, or terminate assistance to any individual who is a Tenant or a lawful occupant under this lease and who engages in criminal acts of physical violence against family members or others. The PHA may take such action without evicting, removing, terminating assistance to, or otherwise penalizing a victim of such violence who is the Tenant or a lawful occupant under this lease.
- (c) Certification: If the Tenant or a lawful occupant, as a defense to termination of tenancy or an action to evict, claims protection under this section against such action, the PHA may (but is not required to) request the individual to deliver to the PHA a certification. The certification may be delivered in one of the following forms:
1. A HUD-approved form (supplied by the PHA) attesting that the individual is a victim of domestic violence, dating violence, or stalking and that the incident or incidents in question are bona fide incidents of such actual or threatened abuse and meet the requirements of this section, or
 2. Documentation signed by an employee, agent or volunteer of a victim service provider, an attorney, or a medical professional, from whom the victim has sought assistance in addressing domestic violence, dating violence, or stalking or the effects of the abuse, in which the professional attests under penalty of perjury to the professional's belief that the incident or incidents in question are bona fide incidents of abuse, and the victim has signed or attested to the documentation, or
 3. A federal, State, tribal, or local police report or court record, describing the incident or incidents in question.

The certification must be delivered to the PHA within 14 days after the request for certification is received from the PHA. If the certification is not delivered to the PHA within the 14-day period allowed, the provisions of this section will not apply and the PHA may elect to terminate tenancy and evict without regard to the protections provided in this section.

(d) Confidentiality. The law requires that information provided to the PHA concerning an incident or incidents of domestic violence, dating violence, or stalking be retained in confidence, not placed in any shared data base nor provided to a related entity, except to the extent disclosure requested or consented to by the individual supplying such information, or required for use in an eviction proceeding, or otherwise required by applicable law.

XVI. Waiver

No delay or failure by the Authority in exercising any right under this lease agreement, and no partial or single exercise of any such right shall constitute a waiver (post or prospective) of that or any other right, unless otherwise expressly provided herein.

TENANT AGREES THAT ALL THE PROVISIONS OF THIS LEASE HAVE BEEN READ AND ARE UNDERSTOOD AND FURTHER AGREES TO BE BOUND BY ITS PROVISIONS AND CONDITIONS AS WRITTEN. (SIGNATURE REQUIRED ON PART II OF THE LEASE.) (IN FINAL LEASE COPY—INSERT LEAD-BASED PAINT WARNING AS REQUIRED BY HUD.)

PART II
RESIDENTIAL LEASE AGREEMENT: TERMS AND CONDITIONS

THIS AGREEMENT is executed between **THE HOUSING AUTHORITY OF THE CITY OF KANSAS CITY, KANSAS** (herein called "the Authority"), and «First_Name» «Last_Name» (herein called the "Tenant"), and becomes effective as of this date: «Effective_Month» «Effective_Day». «Effective_Year».

- (1) **Unit:** The PHA, relying upon the representations of Tenant as to Tenant's income, household composition and housing need; leases to Tenant, (upon Terms and Conditions set forth in Part I of this Lease agreement) the dwelling unit LOCATED at «Unit_address» (and hereinafter called the "premises") to be occupied exclusively as a private residence by Tenant and household. The Tenant UNIT NUMBER is: «Unit_Label»-«Tenant_Count» .
- (2) **Household Composition:** The Tenant's household is composed of the individuals listed below. Other than the Head or Spouse, each household member should be listed by age, oldest to youngest. All members of the household **over** age 18 shall execute the lease.

	Name	Relationship	Birthdate	SSN #
1.	«Member1_Name»	«Member_1_Relation»	«Member_1_Birthdate»	«Member_1_SSN»
2.	«Member_2_Name»	«Member_2_Relation»	«Member_2_Birthdate»	«Member_2_SSN»
3.	«Member_3_Name»	«Member_3_Relation»	«Member_3_Birthdate»	«Member_3_SSN»
4.	«Member_4_Name»	«Member_4_Relation»	«Member_4_Birthdate»	«Member_4_SSN»
5.	«Member_5_Name»	«Member_5_Relation»	«Member_5_Birthdate»	«Member_5_SSN»
6.	«Member_6_Name»	«Member_6_Relation»	«Member_6_Birthdate»	«Member_6_SSN»
7.	«Member_7_Name»	«Member_7_Relation»	«Member_7_Birthdate»	«Member_7_SSN»
8.	«Member_8_Name»	«Member_8_Relation»	«Member_8_Birthdate»	«Member_8_SSN»
9.	«Member_9_Name»	«Member_9_Relation»	«Member_9_Birthdate»	«Member_9_SSN»
10.	«Member_10_Name	«Member_10_Relation	«Member_10_Birthdate	«Member_10_SSN
.	»	»	»	»

- (3) **Term:** The term of this lease shall be one calendar month, renewed as stipulated in Part I of the Lease.
- (4) **Rent:**
 - Tenant chooses to pay flat rent.** Initial rent (prorated for partial month) shall be \$_____ . Thereafter, flat rent in the amount of \$_____per month shall be payable in advance on the first day of each month, and shall be delinquent after the **7th day** of said month. Flat rent does not include a utility allowance.
 - Tenant chooses to pay income-based rent.** Initial rent (prorated for partial month) shall be \$_____and, if applicable, the Tenant shall receive the benefit of \$_____ from the Authority for Utility Reimbursement (for partial month) paid to the utility supplier for the period beginning «Effective_Date» and ending at midnight on «Expiration_Date».

Thereafter, rent in the amount of \$«Tenant_Recurring».00 per month shall be payable in advance on the first day of each month, and shall be delinquent after the **7th day** of said month. A utility reimbursement of \$«Utility_Reimbursement».00 per month (if applicable) shall be paid to the utility supplier by the Authority for the Tenant.

(5) **Utilities and Appliances:** PHA-Supplied Utilities

If indicated by an (X) below, PHA provides the indicated utility as part of the rent for the premises:
() Electricity () Natural Gas () Heating Fuel () Other: _____

If indicated by an (X) below, the Authority shall provide the following appliances for the premises:
(x) Cooking Range (x) Refrigerator

(6) **Utilities Allowances:** Tenant-Paid Utilities

If indicated by an (X) below, the Authority shall provide Tenants paying income-based rent with a Utility Allowance in the monthly amount totaling \$«Utility_Allowance».00 for the following utilities paid directly by the Tenant to the Utility supplier:

() Electricity () Gas () Heat () Water () Sewerage

(7) **Security Deposit:** Tenant agrees to pay \$«SD_Deposit».00 as a Security Deposit to be used by the Authority at the termination of this lease toward reimbursement of the cost of cleaning and repairing any damage beyond normal wear and tear to the unit, which has been caused by the Tenant household member(s) or guests and any rent or other charges owed. A statement of all deductions will be issued to the Resident within 30 days after the Resident yields possession. Payment of the Security Deposit is to be made upon occupancy or by payment of \$20.00 upon occupancy, and \$10.00 per month for the following 3 months until balance is paid.

Entry Card Deposit: Resident agrees to pay \$«KD_Deposit».00 as an Entry Card Deposit, to be used by the Authority towards replacement costs of entry cards for high-rise building Residents. Entry Card Deposit shall be refunded after termination of occupancy and return of card, and resident shall be issued a statement of any deductions. Payment of the Entry Card Deposit is to be made upon occupancy or by payment of \$10.00 upon occupancy, and \$5.00 per month for the following months until balance is paid.

(8) **Execution:** By Tenant's signature below, Tenant and household agree to the terms and conditions of Parts I and II of this lease and all additional documents made a part of the lease by reference.

By the signature(s) below I/we also acknowledge that the Provisions of Part I of this Lease Agreement have been received and thoroughly explained to me/us.

TENANT: _____ DATE _____
CO-TENANT: _____ DATE _____
CO-TENANT: _____ DATE _____
HA REPRESENTATIVE: _____ DATE June 29, 2016
TITLE: _____ DATE _____

TENANT'S CERTIFICATION

I, «First_Name» «Last_Name» hereby certify that I, and other members of my Household, have not committed any fraud in connection with any federal housing assistance program, unless such fraud was fully disclosed to the Authority before execution of the lease, or before the Authority's approval for occupancy of the unit by the Household member.

I further certify that all information or documentation submitted by myself or other Household members to the Authority in connection with any federal housing assistance program (before and during the lease term) are true and complete to the best of my knowledge and belief.

Tenant's Signature _____ Date _____

ATTACHMENTS:

If indicated by an (X) below, the Authority has provided the tenant with the following attachments and information:

- (x) Part I of this Lease
- (x) Standard Maintenance Charges (May be updated)
- (x) Grievance Procedure (May be updated)
- (x) Other: _____
- (x) Welcome Handbook
- (x) Pet Policy
- (x) Watch Out for Lead Paint Poisoning

STATEMENT ON RECEIPT OF INFORMATION

We have received a copy of the above information including “The Danger of Lead Poisoning to Homeowners” and “The Danger of Lead Poisoning to Renter.” The above information has been thoroughly explained to me/us. We understand the possibility the lead-based paint may exist in the unit.

Tenant's Signature _____ Date _____

OFFICE ADDRESS: _____ HOURS _____

TELEPHONE NUMBER: _____

EMERGENCY MAINTENANCE TELEPHONE NUMBER (913) 281-3300

(Monday through Friday after: 4:00 p.m., and weekends and holidays)