

Button Hill

Senior Housing, Willington CT

WELCOME TO BUTTON HILL

RESIDENT HANDBOOK

Dear Resident,

The Willington Housing Authority and the Access Agency, Inc., your Property Management Team, welcome you to your new home. We sincerely hope you will be happy and comfortable here. It is our goal to provide you with housing and services enabling you to enjoy the relaxed lifestyle Button Hill have to offer.

Button Hill Senior Housing is owned by the Willington Housing Authority and managed by The ACCESS Agency, Inc. Both non-profit organizations sincerely care about people. The design of the facility and available services reflect concern for residents as individuals and as members of our Button Hill Senior Housing community.

This **Resident Handbook** contains the policies and procedures of our community. We ask our Residents to read it carefully, as it is part of your lease. The Resident Handbook was developed to ensure all Residents are treated equitably by management and that we treat each other with dignity, and respect.

If you have any questions, please do not hesitate to call us at **860-429-8777**.

Sincerely,

The Willington Housing Authority and the Access Agency, Inc. team,

We are a CT DOH-funded community. It is our mission to ensure fair and equal housing opportunities for all and provide services and activities in a non-discriminatory manner. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtain housing because of race, color, sex, handicap, familial status, marital status or national origin.

Resident Name

Resident Name

Date

Date



EQUAL HOUSING OPPORTUNITY

Office Mailing Address: 25 Senior Way, Willington CT 06279

Phone: (860) 429-8777 • Fax: (860) 420-0050



Revised 12/2019

BUTTON HILL SENIOR HOUSING

Key Telephone Numbers

Emergency Police and Fire -----	911
Connecticut State Police – Non-Emergency -----	860-896-3200
Willington Fire Department – Non-Emergency -----	860-429-0288
Willington Hill Fire Department – Non-Emergency -----	860-429-2993
Tolland County Dispatch – Non-Emergency -----	860-875-2543
Management Office -----	860-429-8777
Office and After-Hours Number -----	860-429-8777
Eversource Energy -----	800-286-2000
Frontier -----	800-921-8101
Charter Spectrum -----	855-384-2650
Willington Senior Services	
Elderly Hot Lunch Program -----	860-429-8321
Senior Center -----	860-429-8321
Willington Human Services Department, Director’s Office-----	860-487-3118
Jennie Arpin, Director.	
Dial-A-Ride -----	860-456-1462
Social Security Office – Willimantic -----	877-405-0488
Connecticut Community Care, Inc. (CCCI) -----	860-257-1503



BUTTON HILL SENIOR HOUSING

RESIDENT HANDBOOK

This **Resident Handbook** (“Handbook”) is considered an attachment to your Lease. When you sign your Lease, you agree to follow the rules contained in this Handbook. Your Lease is the primary legal agreement between you and the Button Hill Senior Housing (“Button Hill”) ownership. In the event of a conflict between the terms of your Lease and this Handbook, your **Lease** takes precedence.

MANAGEMENT OBLIGATIONS

The Willington Housing Authority and/or The ACCESS Agency, Inc., (“Property Manager”) agree to the following:

1. Abide by the terms of your Lease.
2. Enforce the rules of this Handbook by informing residents of rule infractions and by assessing penalties where appropriate.
3. Provide an office with personnel available for administration, maintenance and supervision.
4. Respond to requests for reasonable accommodations and/or modifications for persons with disabilities and/or handicaps pursuant to the Rehabilitation Act, the Americans with Disabilities Act and the Fair Housing Amendments Act and any amendments thereto.

RESIDENT OBLIGATIONS

The obligations of the Residents of Button Hill are to:

1. Abide by the Lease and the rules in this Handbook. Contact management if you do not understand any of the requirements stated in these documents.
2. Conduct no activity that is illegal or a nuisance, disturbance or offensive to your neighbors. Sound carries, especially at night, and specially through our floor/ceiling assemblies, so please keep noise to a minimum, i.e. no loud music or loud voices.
3. Maintain the cleanliness and appearance of your apartment for yourself and future residents. Everyone’s health and safety must be protected, so no undue clutter or hoarding of materials is permitted.



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4. Request a reasonable accommodation and/or modification if you find that you are unable to benefit from the facilities and programs at Button Hill because of a disability.
5. The Willington Housing Authority's policy regarding a vacating resident is that the resident must give at least 30-day notice on or before the first of the month preceding departure.

Violation to the rules and/or lease: with any violation of a Resident's obligation to the lease, or to the Resident's Handbook, the Willington Housing Authority and/or Property Management Company may initiate an eviction process.

Definitions

In the context of this Resident Handbook, "dwelling unit", "apartment", "unit" all refer to the apartment unit to which you are assigned. "You", "your", "yours", "resident" all refer to the person legally permitted to reside at Button Hill Senior Housing. "We", "management", "Property Management", "Property Manager" all refer to the property management team including those hired by the owners of Button Hill to manage the property.

Safety

1. Firearms:

Firearms are permitted on the premises only if the owner/bearer's employment requires the carrying of a firearm and only if the proper permits obtained pursuant to the laws of the State of Connecticut. Any firearms kept on the premises must be registered with Management, along with a copy of the permit. A letter from the employer stating that a firearm is required is also essential. Any Resident so authorized to possess a fire arm shall comply with any and all Federal, State and/or Local Laws related to the storage and safe handling of a firearm.

2. Fire Protection:

Each apartment is equipped with:

- A localized smoke detector with a carbon monoxide detector

Smoke detectors are very sensitive. To avoid false alarms, be sure to keep your oven, toaster and microwave free of crumbs and grease. Smoke alarms are checked twice a year to be certain they remain in good working order.

When using the stove, oven and/or the broiler, always use the over-the-kitchen cabinets fan to exhaust any smoke or grease fumes controlled by the switch labelled "exhaust fan."



Also, each building is equipped with a fire alarm (a loud exterior gong) that will ring, and the system will call the fire department, whenever the system detects water-flow (typically indicating a fire sprinkler is flowing water because it has detected a fire in the building). If possible you should exit your apartment until the fire department arrives and approves your re-entry.

3. Prevent Fires! Be Alert!

- Button Hill is a smoke-free project. There is no smoking allowed in any part of the buildings or grounds.
- Candles are not allowed at Button Hill.
- Grills are not allowed.
- Do not leave cooking unattended.
- Do not use any equipment with frayed electric cords, and keep flammable materials away from light bulbs and cooking surfaces.
- Do not overload outlets.
- State law requires two paths of egress. Paths of egress are the front door and bedroom window facing the sidewalk. Please be sure to leave these paths clear of large items such as furniture.
- Call the Fire Department if any electrical appliance, fixture or socket appears to be sparking or overheating as though this condition could result in a fire and then call the Management Office.

4. Call for Aid Alarm

Each apartment is equipped with a Call for Aid switch and string in each bathroom and in each bedroom. These are only local alarms and are NOT connected to any fire or ambulance service. **Call 911 if you need emergency service.** If you hear or see that your neighbor's alarm (located above each entry door), has been activated, knock on their door or ring their doorbell and call 911

5. Locks and Keys:

Two (2) keys will be issued for the front entry door on the day of move-in. One (1) mailbox key will also be given to the Resident.

Additional apartment keys may be obtained from the office for a charge of \$5.00 for any replacement or additional keys. If there is any difficulty with the lock, report it to the office.



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Any lost or stolen keys must be immediately reported to the office. **BURGLAR CHAINS AND SLIDE BOLTS ARE NOT PERMITTED.**

6. Additional Appliances:

Microwaves, toasters, blenders, fans and other small appliances are allowed. Dishwashers and space heaters are not allowed. Freezers may be allowed if previously authorized by management. No type of antenna or satellite dish is to be used or placed on the outside of your apartment. Anyone that has an unauthorized appliance, satellite dish or antenna will be required to remove it. If maintenance staff is used to remove unauthorized items, you will be sent a bill for services.

7. Peepholes:

All apartments have two peepholes. Residents should always knock or ring the doorbell prior to entering another person's apartment. Residents should also look through their peephole to make certain that they know the person who is trying to gain access to their unit.

8. Security:

Residents and Management must be alert to any suspicious activity and report the issue to Management. Call 911 if the situation merits.

9. Trash Disposal and recycling:

Residents are responsible for the proper disposal of their trash in a secured/sealed bag. Trash is not to be left outside of apartment doors. Please be considerate of the sanitation workers by placing your used **syringes and other sharp or hazardous materials inside a coffee can or other unbreakable container that can be sealed before throwing it in the dumpster.** Residents should utilize a legitimate sharps container if one is available. Please be sure that this container is thrown in the dumpster and **NOT** in the recyclable bin. Please rinse containers before placing them in the recyclables bin. (Review our recycling flyer, available in the management office, for more detailed information on recycling).

10. Feeding Wildlife:

Feeding of birds is permitted in designated areas. We suggest hulled bird food. Please keep these areas clean. Feeding wildlife with any other form of food (i.e. bread, table scraps, pet-food) is not permitted.



Grievance Procedure

Residents are encouraged to first discuss any questions, concerns or complaints they may have about Button Hill with Management. Any complaints that cannot be resolved must be processed through the use of the Grievance Procedure outlined below.

1. Purpose and Scope:

The purpose of this Procedure is to set forth the requirements, standards and criteria involved. It also assures Residents that they are afforded an opportunity for appeal if they dispute Management's actions (or failure to take action) in cases involving the Lease, project rules and regulations which they feel adversely affect their rights, duties, welfare or status.

2. Applicability:

This procedure shall also be applicable to individual grievances between Resident(s) and the Property Manager.

3. Definitions:

The "Resident"(s) is/are the person(s) who reside(s) in the unit and executed the Lease with the Willington Housing Authority as owner of the dwelling unit. The "Property Manager" is The Access Agency, Inc., and, through its employees, manages the day-to-day operation of Button Hill.

4. Informal Settlement of Grievance:

- A grievance may be resolved in an informal manner by being presented orally or in-writing to the Property Manager.
- A summary of the discussion shall be prepared within fifteen (15) days and one copy shall be given to the Resident and one copy shall be retained in the Resident's file. The summary shall specify the names of the participants, dates of the meeting, the nature of the proposed disposition of the complaint and the specific reasons, and shall specify the procedure by which a hearing may be obtained if the grievance has not been satisfactorily addressed.
- If the complaint is in-writing it should contain specific information about the complaint, the date and description of the problem.
- Alternative means of filing complaints, such as personal interviews or a tape-recording of the complaint will be made available for persons if they should so request.



- The Grievant and/or his or her designee should submit the complaint as soon as possible (but no later than thirty (30) days) after the alleged violation to the Property Manager.
- Within fifteen (15) calendar days after receipt of the complaint, the Property Manager will meet with the complainant to discuss the complaint and a possible resolution.
- As necessary, Management will provide reasonable accommodations, including a signer, audiovisual aids or other assistance as requested by the participants, to allow persons with disabilities to participate in the conference.
- Fifteen (15) calendar days after the meeting, Management will respond in-writing, and where appropriate, in a format accessible to the Complainant, such as large print, Braille or audiotape. The response will explain the position of Button Hill Property Manager and offer options for substantive resolution of the complaint, including the procedure to obtain a conference with a member of the Willington Housing Authority.

5. Request for Conference with the Willington Housing Authority:

If the response by the Property Manager does not satisfactorily resolve the issue, the Complainant and his/her designee may appeal the decision within ten (10) calendar days after the receipt of the response, to the Willington Housing Authority. The written request should be addressed thus:

Willington Housing Authority
40 Old Farms Road
Willington CT, 06279

And, it is to specify:

Reasons for the grievance; and
Action or relief sought.

A copy of the request for conference with the Willington Housing Authority should also be mailed, with postmark, to management office so the board members can notified of the posting of the request for conference.

WHA shall provide the Complainant with a determination within thirty (30) days. The determination will specify the names of the participants, dates of the meeting, the nature of the decision and the specific reasons for it.

6. Failure to Request a Conference:

If the Complainant does not request a conference in accordance with this procedure, then the Management decision regarding the grievance as described above shall become final. All written complaints received by the Property Manager and appeals to WHA will be kept in the office Property Manager's Office.



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GRIEVANCE REPORT

DATE: _____

TIME: _____

RESIDENT(s) NAME: _____

UNIT NUMBER(s): _____

DESCRIPTION OF COMPLAINT:

SIGNATURE OF PERSON(s) REPORTING INCIDENT: _____

SIGNATURE OF PERSON(s) RECORDING INCIDENT: _____

WERE THE POLICE OR ANY OTHER MEDICAL SERVICES REQUIRED? **YES** **NO** (Please circle One)

WHO ELSE WAS CONTACTED? _____



GENERAL INFORMATION

1. Insurance:

Willington Housing Authority carries insurance for the facility. No coverage is provided for residents' individual belongings or for personal liability. Management strongly recommends you purchase Renter's Insurance.

2. Cars and Parking:

Parking spaces are available to each resident. Automobile registration papers for each vehicle must be shown to management prior to moving in. Residents must abide by the following rules:

- Cars are to be kept locked at all times. Parking is provided for your convenience. Neither management nor ownership is responsible for loss of valuables due to vagrancy, nor are they liable for damage to your car.
- Vandalism must be reported immediately to the management office and to the CT State Police.
- Parking is not permitted in designated fire lanes.
- Unregistered or abandoned cars will be towed at the owner's expense.
- Residents are not permitted to wash their cars, change the oil or do any other major car repairs on Button Hill property.
- Residents are required to move their cars and clear their cars for snow plowing and snow removal, per the procedure established between management and our snow plowing contractor.

3. Inspections:

Each apartment will be inspected at least annually, or as needed, by Management and/or Maintenance personnel to determine the need for repairs and/or maintenance. Management will give the Residents no less than forty-eight (48) hours notice of an upcoming inspection. **IN THE CASE OF AN EMERGENCY, MANAGEMENT AND/OR OTHER EMERGENCY PERSONNEL MAY ENTER ANY APARTMENT.**



4. U.S. Post Office Delivery:

Mail is delivered to two banks of mail boxes on the property. The mailing address for your new apartment is:

Salutation	First Name	Last Name
	# _____	Senior Way Unit _____
Willington, CT 06279.		

5. Notices:

Will be hand-delivered to Residents' apartments.

6. Occupancy, Guests and When You Are Away:

No more than (2) persons may occupy a one-bedroom apartment. Guests are always welcome at Button Hill. Stays longer than one day must be authorized by Management. During their stay, guests are required to follow the rules of this Handbook. For stays longer than four nights, please fill out an "Overnight Guest" form in the office.

Residents are encouraged to give Management written notice if they plan to be away overnight. Please include the length of time you plan to be away and how to contact you in event of an emergency.

7. Property Manager's Office:

The Property Manager's Office is located near the Entry Lobby at Willington Woods (25 Senior Way). Regular office hours are posted on the office door. The office is closed on Saturdays, Sundays and Holidays. Please check posted hours as they are subject to change. The phone number for the On-site Manager is **860-429-8777**. **This number will roll to an Answering Service after hours. For emergencies call 911.**

8. Rent:

Rent is due and payable on or before the first day of each month at the Property Manager's office. Only Checks or Money orders made payable to "**Button Hill**" are acceptable. **CASH WILL NOT BE ACCEPTED. RENT RECEIVED AFTER THE 10th OF THE MONTH IS CONSIDERED DELINQUENT and a late fee will be assessed.** Residents must meet with Management to discuss acceptable arrangements for payment. Failure to do so will result in the Property Manager and/or Willington Housing Authority beginning legal proceedings for eviction if after the 11th of the month without receiving the rent and late fee payment.



9. Transfer Policy:

Any resident who transfers to a new apartment within Button Hill Senior Housing will be charged a one-time transfer fee of \$350.

10. Service Calls:

Residents are asked to contact the office for maintenance issues. Work-orders will be completed by Management. A response will be made within one or two business days and repairs will be completed as soon as possible. Unless an emergency exists, please make your requests for repairs during office hours. In the event of an after-hours emergency, contact Management at 860-429-8777.

Note: A form is available in the entryway of Willington Woods for you to request a service call. Please add your service request and verify management received your request when the office opens.

USE OF EQUIPMENT

1. Utilities:

Please use heating and cooling efficiently. Close all your windows when turning on heating and cooling equipment. Space heaters or any other kind of heating source are a fire hazard and are **NOT** permitted in the apartments except when installed by management staff, on a temporary basis, and only for heating emergencies.

2. Kitchen Appliances:

Please clean your “frost-free” refrigerator regularly. Ovens and drip-pans on the stove require regular washing with warm, sudsy water. Use of abrasive cleaners on appliances is not permitted. Any questions about the operation of any appliance should be directed to the Management Office. Upon request, maintenance staff will move the stove and refrigerator for cleaning.

3. Kitchen Fans:

Please use the fan when cooking. The hood and filter require regular cleaning. Upon request, the maintenance staff will assist you in the removal and replacement of filters.

4. Plumbing:

Any and all leaks in the plumbing of your apartment must be immediately reported to management. **USE OF LYE OR OTHER HARSH CHEMICALS IN THE DRAINS IS NOT PERMITTED. THIS IS DANGEROUS FOR ANYONE WHO MAY HAVE TO WORK ON THE PLUMBING.**



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5. **Power Outages:**

Because power outages can occur, management suggests you have the following items on hand at all times: flash light(s) with extra batteries; battery operated radio; some ready-to-eat foods, and water containers. Do not use candles, they are hazardous and may cause a fire.

6. **Telephone:**

Each apartment is equipped with several telephone outlets if you decide with Charter Spectrum or Frontier for “landline” type of service. Of course, you may also choose to utilize cellular service.

7. **Television:**

Each apartment is equipped with cable connections. For cable installation, please call the cable company listed on page 2 of this Handbook.

8. **Clothes Dryer:**

Please clean your dryer’s lint trap on after every load. Lint screen is located at the bottom of the dryer opening. As secondary lint trap is located between dryer and the shelf. The secondary lint trap should be checked occasionally, but every month at a minimum.

HOUSEKEEPING

1. **Alterations:**

Alterations to the apartment, including, but not limited to, painting, wall papering or using contact paper, are not permissible without prior written consent of Management.

2. **Bathroom:**

Showers, lavatories and toilets must be cleaned with mild detergents only, such as Formula 409, Mr. Clean, Soft Scrub, etc. The use of steel wool and scouring powder are not permitted. It is important that you keep your shower curtain inside the shower. Failure to do so may result in water damage and potential “slip and fall” hazards.

3. **Exterminating:**

Apartments will be sprayed on an as-needed basis. Upon discovery of any pests, Residents must notify Management immediately. If possible, please bring a sample of the pest to the office in a secure container if you are uncertain what it is. The best way



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to keep pests away is to empty your trash regularly and clean cooking and eating surfaces daily.

4. Floors:

Floors must be regularly vacuumed, swept and mopped.

5. Picture Hanging:

Please use picture hooks to hang pictures. Please consult the management office if you wish to hang a heavy picture, mirror or shelf unit. You will be charged for the repair of major holes upon move-out.

6. Windows, Shades and Drapes:

Residents are responsible for washing their own windows, which tilt-in for easy cleaning. **The lower sash must be raised at least two inches before tilting.**

7. Waterbeds:

Waterbeds are not permitted due to the possibility of leakage and excessive weight.

9. Curb appeal:

Curb appeal matters to ALL. Items should not be left unattended outside your dwelling. Grills are not permitted.

PET POLICY

Household pets are permitted at Button Hill as long as Residents abide by the following:

1. Residents are allowed to have no more than two domesticated animals (cats and dogs) with a limit of 40 pounds per one pet or 50 pounds combined weight for two pets. Other animals such as birds, fish, reptiles, etc., may be allowed on a case-by- case basis as determined by the Property Management Company.
2. Residents wanting to keep pets must apply and register them to the Management Office using the Pet Application Form. Applications will be processed within thirty (30) days when all pet required documentation is submitted.
3. Fish tanks are limited to 10-gallon capacity. Management must approve all fish tanks prior to being installed.



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4. Approval or denial of Pet Applications shall be in writing. Denials will include the reason for denial.
5. Pets are not allowed to reside at Button Hill units until the resident receives authorization from Property Management.

Pets that bite, attack or demonstrate aggressive behavior, or have demonstrated this behavior at any time in the past, are not permitted at Button Hill.

6. Property Management may use security deposit to pay reasonable expenses directly attributable to the presence of the pet. Such expenses may include, but are not limited to:
 - The cost of repairs.
 - Fumigation of the unit, and, if necessary
 - The cost of animal care facilities.
7. Pet Owners must update their Pet Application with Management every year at the Resident's Annual re-certification. Pet owners must present a record of their pet's vaccines and registration from the Town of Willington. Cats and dogs must be neutered or spayed. Residents shall provide management with written proof of such prior to receiving written approval to have a pet. All pets must be "house-broken". Cats must be litter-box trained.
8. Failure to abide by the requirements of the PET POLICY can result in the removal of the pet and costs to the Owner for enforcement, repairs or other expenses.
9. Payment for any and all damages caused by the Resident's pet, or any pet belonging to his/her visitor, is the responsibility of the Resident. Residents are responsible for making certain that visitors with pets abide by the Button Hill Pet Policies.
10. **ASSISTANCE ANIMALS FOR DISABLED PERSONS ARE NOT CONSIDERED PETS AND WILL BE ALLOWED REGARDLESS OF THE REQUIREMENTS OF THIS PET POLICY. PLEASE CONSULT MANAGEMENT ABOUT HAVING AN ASSISTANCE ANIMAL.**
11. Residents must be able to adequately care for a pet if they want one at Button Hill. They must give management the name of a "guardian" for the pet: someone who will be responsible for its care and shelter in the event the Resident becomes unable to do so. If there is an emergency, management may find it necessary to obtain adequate shelter for a resident's pet. The resident shall be responsible for any costs attributable to the situation.
12. All pets must be either kept on a leash or carried while outside the apartment.



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13. Pet owners are required to clean up any pet excrement, or any other mess made by their pet anywhere on Button Hill property.
14. Litter boxes shall be cleaned and changed regularly. Seal the contents in a plastic bag and disposed of it in the trash dumpster.
15. Pets must be fed inside the owner's apartment.

REASONABLE ACCOMODATIONS

Introduction:

Button Hill's ownership and the Property Management company manage its housing in strict compliance with the Fair Housing Amendments Act of 1988 (42 USC 3601, et seq.), Title II of the Americans with Disabilities Act of 1990 (42 USC 12132) and Section 504 of the Rehabilitation Act of 1973 (29 USC 794(a)) regarding Resident requests for reasonable accommodation.

Definitions:

Button Hill's owner is obligated to operate their property in a nondiscriminatory manner; make their property physically accessible to persons with disabilities; and, consider requests for reasonable accommodation from residents with disabilities. For the purpose of this policy, the following definitions apply:

1. Disabled/Handicapped Person:

A person who has a physical or mental impairment which substantially limits one or more major life activities, a person who has a record of such impairment, or a person who is regarded as having such impairment. This term does not include current, illegal use of or addiction to a controlled substance.

2. Reasonable Accommodations:

Alteration of any rules, policies, practices or services, which will enable a person with a disability to:

- Participate fully in a program, or
- Take advantage of a service, or
- Live in a dwelling, or
- Perform a job.



To show that a requested accommodation may be necessary, there must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

3. Reasonable Modification:

These are modifications to existing premises necessary so a handicapped person may enjoy their dwelling. These costs are generally borne by the owner.

4. Fundamental Alterations in Community Programs:

Owner is not required to take any action that would result in a fundamental alteration in the nature of community policies, procedures, and programs. However, if requests for changes in programs or activities are not fundamental, every effort should be made to accommodate resident requests.

5. Undue Financial and Administrative Burden:

The cost of a modification is made on a case-by-case basis. If Management feels that one type of modification is "too expensive" they will look into an alternative accommodation to meet the requester's disability-related needs.

6. Procedure for Requesting Reasonable Accommodations and/or Modifications:

Residents who are disabled/handicapped may request a reasonable accommodation as defined above by **making such request in-writing** to Management. Forms for such requests are available in the management office. Requests in-writing will not be required from Residents who, by reason of their disability, are unable to do so. In this instance, a face-to-face meeting with the Property Manager is required to insure complete understanding of the nature of the request.

7. Management shall determine whether the requested accommodation and/or modification will cause:

- A fundamental alteration in the nature of services, programs or activities provided at Button Hill, or
- An undue financial burden to the owner.

8. The owner and management must provide the requested accommodation unless doing so would result in a fundamental alteration in the nature of rules, policies, practices and/or programs or an undue financial and administrative burden. It is reasonable for residents to request accommodation in order to have equal opportunities



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to use and enjoy their apartments and common areas and to want to participate in or have access to other activities conducted or sponsored by management.

9. If it is determined that the requested accommodation would result in a fundamental alteration of policies or a financial burden, Management shall provide said determination in-writing to the resident. Management may then determine if any alternative action could be taken to assist the Resident in receiving the benefits or services provided at Button Hill.
10. Management will apply its best efforts to complete the above process within thirty (30) days of its receipt of a request under these provisions.
11. Denials for requests under these provisions will be in-writing.
12. Within ten (10) days from the date of a denial notification, Residents may request a meeting with the Button Hill Management. Such requests must be made in-writing. At the meeting the Resident may ask if they can make and pay for the accommodation.
13. Prior to move-out Management has the right to require the Resident to restore the apartment's interior to the state that existed prior to the modification.
14. To ensure that funds will be available for restoration(s) at the end of tenancy, The Fair Housing Act allows Management to require that the Resident pay into an interest bearing escrow account, a reasonable amount of money, not to exceed the cost of the restorations.
15. Notwithstanding the foregoing, individuals who believe they have been discriminated against may file a complaint with:

Connecticut Fair Housing Center
Connecticut Department of Housing
221 Main Street, 4th Floor
Hartford, CT 06106
(860) 247-4400 or (888) 247-4401
info@ctfairhousing.org



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ASSISTANCE ANIMALS AS A REASONABLE ACCOMMODATION

1. **Definition:**

Assistance Animals work, provide assistance or perform tasks for the benefit of a person with a disability, or they provide emotional support that alleviates one or more identified symptoms or effects of a person's disability. They are not pets.

2. Management will allow Assistance Animals as long as they:

- Perform disability-related assistance or provide a disability-related benefit needed by the person with the disability. There must be a relationship between the person's disability and his or her need for the animal, and
- Do not pose a threat to the health or safety of others, and
- Do not cause substantial damage to the property of others.

3. If an Assistance Animal causes damage to an apartment or common areas, Management will charge the Resident for the cost of repairing the damage.

CHANGES TO THE HANDBOOK AND OCCUPANCY RULES

Periodically Management may make changes and/or additions to this Handbook. Any such modification will be in effect thirty (30) days after residents receive written notice. Any suggestions for changes and/or additions by residents are welcome.

Enjoy your new home at Button Hill!

