

# SEYMOUR I. HOLLANDER APARTMENTS



# RESIDENT ORIENTATION PACKET

4190 Park Avenue  
Bridgeport, CT 06604  
Tel: 203.374.7868 fax: 203.374.8643  
[www.HollanderHouse.org](http://www.HollanderHouse.org)

*This is an orientation packet and is not intended  
to replace Hollander House Rules & Regulations.*

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## **THE HOLLANDER HOUSE STAFF**

Margie Rosten, Esq., Executive Director

Erin Heneghan, Director of Marketing & Finance

Gwen Wayne, LCSW, Director of Tenant Relations

Adrian Gonzalez, Superintendent

Julio Martinez, Housekeeper

**If you wish to meet with any staff member, we ask that you make an appointment with that staff member.** Staff is always busy with daily and unexpected tasks, so in order to give you the attention that you deserve, an appointment is necessary.

If you have questions about your rent, lease, house rules, or your apartment, please make an appointment with Margie or Erin.

If you have questions about activities, health insurance, Medicare or Medicaid, Meals on Wheels, or transportation, please see Gwen.

For non-emergency maintenance issues in your apartment, you must write a work order. Information about work orders appears on the following page (4).

## **YOUR CURRENT & FUTURE RENT**

**Your monthly rent amount upon move-in is valid for one year.**

Then, each following year that you live here, your rent is redetermined so that it will always be based on your current income, assets, and out-of-pocket medical expenses.

When you sign your initial lease, and each year that you renew your lease, you also sign a notice which states that the process of renewing your lease/rent for the coming year **will begin 120 days (four months) prior to your lease anniversary date.** Then, four months prior to your anniversary date, you will receive another notice from Margie telling you that it is time to make your "Redetermination" appointment. You must respond to that notice by calling to make an appointment with Margie.

If you have questions about this process, please contact Margie in the main office for assistance.

## **TV, INTERNET & PHONE SERVICE PROVIDERS**

Satellite dish services such as Dish Network and Direct TV are **not** permitted at Hollander. However, the following services providers are available for television, telephone, and internet services:

- **Digital Media:**      **1.800.435.6618**      **[www.digitalmediallc.com](http://www.digitalmediallc.com)**
- **Optimum:**            **1.888.276.5225**      **[www.optimum.net](http://www.optimum.net)**
- **Frontier:**             **1.844.493.0844**      **[www.frontierct.com](http://www.frontierct.com)**

**If you wish to keep your current service provider and transfer your current landline telephone number to Hollander**, call your telephone provider to ask if your number will transfer to 4190 Park Avenue, Bridgeport. If the number can transfer, arrange the transfer for the day that you are moving into the Hollander House.

**If you wish to switch telephone providers but keep your current number to transfer it to Hollander**, you must contact your new chosen provider to ask if the number can be transferred to 4190 Park Avenue, Bridgeport. If the number can transfer, arrange the number transfer and new service installation **BEFORE** you call to cancel the service with your old provider. If you fail to contact the new provider first, your telephone number will be lost and then cannot be transferred. If the number can transfer, arrange the transfer for the day that you are moving into the Hollander House.

If you need to set up new service, and if you don't have a number that you wish to transfer, contact your chosen service provider and ask to set up new service for the date that you are moving into Hollander.

***All questions about these services should be directed to the service providers themselves.***

## **DIGITAL MEDIA TV, INTERNET & PHONE**

**Low-cost TV, internet, and telephone services** are available to Hollander residents through **DIGITAL MEDIAL, LLC** of Bridgeport:

★ **60 channel TV/internet service bundle for \$29.95 per month plus tax. NO** installation fees. **\$50 one-time** charge for internet equipment. Wireless (WiFi) internet is available for a **\$4.95** per month equipment fee (no monthly equipment fee for wired internet). *If you do not wish to use the free internet service, you do not need to pay the equipment fee(s).* The TV bundle also includes the **Front Door Channel** to view the front door buzzer system on TV for added security, and the **Hollander House Channel**, displaying Hollander news, event information, and photos.

★ **Telephone service with unlimited local and long distance calling (USA & Canada) for \$29.95 per month plus tax.** Phone service can be purchased individually or in addition to the TV/internet service bundle.

★ **If you choose to have all three services, the full package will cost you \$59.90 per month plus tax** (plus \$4.95 for WiFi if desired), which sure beats the cable company!

Digital Media service is *optional*; there is no obligation to sign up for their services. The Hollander House does not profit in any way from your choosing Digital Media services. **In fact, we subsidize the monthly service cost in order to keep the package reasonably priced for our residents.**

Ask Erin in the main office for a Digital Media channel guide to see if the package is right for you. **Call Digital Media directly at 1.800.435.6618 for more information or to order services.**

## UTILITIES

**Residents of the Hollander House do NOT pay for utilities.** This includes electricity, heating fuel, air conditioning, water, and sewer. The Greater Bridgeport Jewish Housing Corp. covers all utility costs for the entire site.

If you pay utilities at your current home, call your service providers to **cancel** services on the day that you will be moving to Hollander. Do NOT transfer services; you must cancel them to avoid future charges.

**ENERGY CONSERVATION IS IMPORTANT!** Because the site pays utility costs, and because we care about the environment, we ask that you conserve energy as much as possible. This includes turning off lights, TVs and radios, appliances, and air conditioners or fans when you leave your apartment. It also saves energy when you unplug appliances that are not in use. Believe it or not, a plugged in electrical device pulls electricity from an outlet even when the device is off!

**We also ask that you turn off the water** while you wash dishes or brush your teeth, and check faucets and pipes regularly for drips and leaks. If you find drips or leaks, report them to the main office.

**Lastly, we use LED light bulbs.** Your apartment comes equipped with LED bulbs in all light fixtures (except above the kitchen sink). These are slightly more expensive than other "efficient" light bulbs, but they actually last far longer and are much more efficient than other bulbs. They are also safer for the environment than CFLs which contain toxic mercury. We feel that these factors make LEDs the best value.

## **DISCOUNTS ON OTHER SERVICES**

**For Car Owners:** The area of Park Avenue which is your new home serves as a dividing line between Fairfield and Bridgeport, CT. There is an insurance regulation in the state of Connecticut which states that *"When the center of a street, avenue, or public way serves as a dividing line between two statistical territories that are located in the same county but assigned to different tables: Assign to both sides of the street the rate table and statistical code for the lower rated statistical territory"* and *"Company manuals must contain a rule that states that if a street divides two rating territories or towns the rate used must be that of the lower of the two territories."* Therefore, you are entitled to receive the lower rate of Fairfield on your car insurance even though you live in Bridgeport. Please ask staff in the main office for documentation to give to your insurance provider so that you may take advantage of this regulation. Many insurance providers are unaware of this regulation and will tell you that because you live in the 06604 zip code you get the 06604 rate. They are wrong.

**For Frontier Communications (formerly AT&T) Landline Telephone Customers:** If you are transferring or setting up new landline services with Frontier, be sure to ask them about their "low income housing discount", or "Lifeline Credit". Let them know that the building in which you will be living, Seymour I. Hollander Apartments, is "low income housing". The number to call for local Frontier landline phone service is **1.800.921.8101**. *Please note that if you are receiving a free cell phone from the state of CT, you will **not** be eligible for the above-mentioned discount on your local landline service because one may **not** receive both benefits.*

## **WORK ORDERS FOR MAINTENANCE**

**Requests for non-emergency maintenance in your apartment MUST be submitted in writing to the main office for completion.**

Blank work order forms are located in the clear, wall-hung bin inside the main office door alcove. Completed work orders must be placed through the main office mail slot to the left of the main office door. Once a work order has been submitted, it will be scheduled for completion. If you do not get resolution within two business days, please call the main office at 203.374.7868 for the status.

**Non-emergency maintenance** includes loose drawers/cabinet doors, broken switches, dripping faucets, stuck doors, constantly running toilets/refrigerators, broken shades, slow sink drains, low water pressure, etc. Changing light bulbs is the tenant's responsibility, however, light bulbs above kitchen sink must be special ordered (**\$5 charge**) and replaced by maintenance once a work order is submitted.

**Emergency maintenance issues** must be reported to the main office immediately, at any hour by calling 203.374.7868. We have an answering service to take such calls after hours. Emergency maintenance issues include water leaks, floods, clogged toilets, and no power. Note: If you do have a leak or flood, it will flow down into the apartments below you, so **YOU MUST** report it immediately!

*Reporting damage in your apartment is a requirement in your lease.*

**Where is Adrian?** NO ONE is permitted to enter the maintenance shop/boiler room or storage rooms. If you are looking for Adrian, you may call the main office at 203.374.7868 and press option 3 for maintenance. Or, call Margie or Erin in the main office. Again, all requests for maintenance must be put in writing to the main office.

*For fires, medical emergencies, serious floods: call **911** immediately.*

## **ENTERING / EXITING THE BUILDING**

The Hollander House has always been a secure and safe place to live and work. The front door buzzer system is our NUMBER ONE line of security. Be sure to mind the door carefully.

- **NO ONE MAY ENTER THE BUILDING UNLESS HE/SHE IS BUZZED IN BY A RESIDENT OR STAFF MEMBER.**
- **ALL VISITORS MUST SIGN IN/OUT AT THE FRONT DOOR.**
- **WHEN YOU ENTER OR EXIT THE BUILDING, BE SURE THAT THE DOOR CLOSES BEHIND YOU.**
- **NEVER HOLD THE DOOR OPEN FOR ANYONE.**
- **DO NOT LET ANYONE IN WHO ISN'T YOUR OWN VISITOR, NO MATTER WHO THEY ARE OR WHO THEY CLAIM TO BE.**
- **VISITORS WHO HAVE TROUBLE WITH THE BUZZER SYSTEM MAY BUZZ THE MAIN OFFICE AT CODE "001". AFTER HOURS, VISITORS MAY BUZZ THE SUPERINTENDENT (ADRIAN) AT CODE "030".**

The front door key fob unlocks the entry door and can also be used to activate the automatic door component. The automatic door opens and closes very slowly. So, as you enter or exit, always wait to be sure that the door then fully closes behind you!

No one may use your main entrance front door key fob but you, the resident to whom it is assigned. Do not give or lend that key fob to family members, friends, or aides. You may lend copies of ONLY your apartment door key to trusted family/friends.

*All of these policies are in place for security reasons. We expect and appreciate strict adherence to such policies.*

## **FIRE & EMERGENCY SAFETY**

**In any emergency where you should be evacuating your apartment, per City of Bridgeport Emergency Management and the Fire Marshal:**

**If your door is hot or if there is smoke in the hallway:** Call 911, put a wet towel under your door to keep the smoke out, open your window and stand by the open window to wait for help.

**If your door is NOT hot and there is NO smoke in the hallway:** If you feel that you are **able-bodied**, leave your apartment immediately, close the door and come down the staircase closest to your apartment. Exit the building immediately and step away from the building to wait for help.

**If you feel that you can NOT make it down the stairs,** we have designated the stairwell behind the elevators on each floor as a ***Place of Refuge***. We will inform the Fire Department of that designated *Place of Refuge*. If you feel that you **cannot** get yourself to the stairwell *Place of Refuge*, **please identify yourself** to staff today so that we can post your name on a list that we keep on hand for the Fire Department.

As always, if you have questions or concerns, contact Margie or Erin in the main office.

## VISITORS

Your apartment is your private home and that means that you are welcome and encouraged to have visitors. However, it is your responsibility to inform all of your visitors (including helpers/aides) of rules about being buzzed in, signing in/out, and where to park.

**ALL visitors must be buzzed into the building** by the person whom they are visiting. Under no circumstances should any visitor enter by grabbing a closing door or by knocking and asking people in the lobby to let him/her in.

**Visitor parking** is marked in yellow and is located around the back of the building. Visitors may never park in reserved, numbered tenant parking spaces.

**ALL visitors are required to sign in and out of the building** once they have been buzzed in by the person whom they are visiting. This includes noting the apartment number of their destination and their vehicle information if they park a car in our lot because staff may need to locate car owners, and the police and/or fire department may need to locate persons in case of an emergency.

**If children visit you,** please be sure that they are supervised in the common areas and elevators at all times, do not run in the hallways, never enter the stairwells, and always use their “inside voices”.

## **GARBAGE & RECYCLING**

**Garbage** is to be placed through the silver compactor chute door located at the far end of the compactor room on your floor. Compactor rooms are located on each floor in the elevator lobby, diagonally to the left when coming off the elevator.

**Recycling** bins are located in all compactor rooms and are clearly marked by signage on the wall above the bins to indicate which items are recyclable.

**Compact Fluorescent Light bulbs (CFLs)** must be brought to the main office for recycling. These are the curly bulbs that have been marketed for their energy efficiency over traditional incandescent bulbs. They are highly toxic to the environment. Do **NOT** throw them in the garbage or the recycle bins.

**Cardboard boxes** that are too big for the bins in the compactor room may be flattened and placed through the blue door at the far end of the laundry room on the first floor. You may open that blue door, throw the flattened boxes down the stairs onto the floor, and then close and **lock** the door. ***DO NOT WALK DOWN THOSE STAIRS TO DISCARD BOXES OR YOU MIGHT GET LOCKED OUT.***

*It is the responsibility of all tenants to inform their helpers and home health aides of garbage and recycling guidelines.*

## **PEST CONTROL / EXTERMINATOR**

Our Exterminator, FMG Termite & Pest Control, performs preventative treatment and inspection of **ONE ENTIRE FLOOR OF APARTMENTS PER MONTH.** This means that each apartment is treated and inspected no less than two times per year.

**You will be notified via the Hollander monthly newsletter and a robo-call** when it's your turn for a visit from FMG. Visits generally happen the third Tuesday of each month around 10:00 a.m. For the exterminator's visit, bed linens must be stripped from the bed for inspection and closet floors must be clear.

**We take pest management very seriously** and are very proud of our pro-active approach to preventing infestation. However, no apartment building is immune to infestation. Many pests can and do arrive from mail and package deliveries, hospitals other healthcare facilities, or apartment buildings, etc.

### **Here are some tips to keep your apartment pest-free:**

- Keep your apartment clean, sanitary, and free of clutter.
- Keep food well sealed and throw out old or expired food items.
- Vacuum floors and wipe down counters regularly.
- Clean and rinse all recyclables before placing them in recycle bins.
- Take trash out regularly.
- Do not allow standing water. Regularly check under sinks for leaks.
- If you find infestation, report it to the main office immediately.

## **FOR PET OWNERS ONLY**

**Indoor animal waste (cat litter)** is to be **double bagged** and placed into the garbage can that is located at the bottom of the stairs through the blue door at the far end of the laundry room on the first floor. ***DO NOT WALK DOWN THOSE STAIRS TO DISCARD WASTE BAGS OR YOU MIGHT GET LOCKED OUT.***

**Outdoor animal waste** is to be bagged and placed into one of the two pet waste receptacles (green "Fido Houses") located outside on the grassy areas of the northeastern and southeastern corners of the property. Complimentary pet waste baggies are also available at those receptacles.

**NO animal waste** may be placed down the compactor chute, in tenants' own garbage cans, or in any other common area garbage can.

*It is the responsibility of all tenants to inform their helpers and home health aides of pet waste guidelines.*

*The full Pet Policy is always available at the main office and on our website under "RESIDENT RESOURCES".*

## U.S. MAIL

**Mailboxes** are located in the main lobby across from the main entry door. There is a small sign above the mailboxes that will tell you whether or not mail has been delivered that day.

**Outgoing** mail should be placed through the slot marked "U.S. Mail" in the mail room door.

If you get a **package**, the mail carrier will put a small sticky note in your mailbox that either says "P" or "package". If the mail carrier is not here, you may ask a staff member who is not busy to unlock the mail room and retrieve your package for you.

*Postage stamps are not for sale in staff offices. You may ask our letter carrier if he or she can sell you stamps if you are unable to get out to the Post Office or grocery store where they are sold.*

## **POWER OUTAGES**

As of September 2010, we are thrilled to have an emergency diesel generator for *partial power* during an outage. \*Because we could not afford to have the generator provide full power to all 86 apartments during an outage, staff recommends that all tenants keep the following on hand in case the power goes out: flashlights, a radio, spare batteries, a corded landline telephone, and non-perishable food.

***\*The generator will power the following during an outage:***

at least one elevator

heat and hot water in all resident apartments

lights in the hallways and common areas

electricity and heating/air conditioning in the first floor lobby

electricity and heat/air conditioning in the community room

electricity in staff offices so that staff can function in an emergency

## DECORATING

We want you to feel right at home here at the Hollander house. Therefore, you should feel comfortable decorating your apartment to your own individual taste.

You may hang pictures and artwork on the walls. If you would like to hang a decorative item on the brick wall in your living room, please write a work order and maintenance staff will kindly put a screw in the brick wall for you.

You may **NOT** put any screws, nails, tacks, adhesive, or other attachment items in or on any doors in your apartment. You may use over-the-door hangers or hooks that do not adhere to the door other than by hanging.

The Hollander House provides privacy shades on both of your windows, but you may also choose to hang decorative curtains that you like. Maintenance staff will properly install a curtain rod that you have purchased. Simply write a work order.

**Decorating outside your front door is restricted to the area inside your own personal alcove.** Anything on the wall or on the floor that is placed outside your personal alcove will be removed by management.

***You may not make any alterations to fixtures, cabinetry, walls, doors, or flooring without prior written approval from the management of the Hollander House.*** To speak to management about this, please make an appointment by calling the main office during business hours at 203.374.7868.

## LAUNDRY

**The laundry room** is located off the first floor lobby. There are four washers and four dryers, all coin operated. Wash and dry cycles are \$1.25 each. One washer is a front loading, ADA compliant machine that is also energy and water efficient. It uses just two tablespoons of detergent. *Read the instructions on the front loading washing machine before using it!*

**There is a coin machine** in the lobby on the wall outside the laundry room. It will give you quarters in exchange for \$1, \$5, \$10, and \$20 bills. *Staff offices do not keep change for residents.*

**Each resident may use only one washer and one dryer at a time** regardless of the time of day. If someone helps you do laundry, please remind that person of this rule.

*If there is a problem with a washer or dryer, please report that to the main office immediately by calling 203.374.7868.*

## **E-MAILING LIST**

You, your family members, and your friends can sign up for our e-mailing list to receive Hollander House news and information. Many family members love receiving information about what's going on at the Hollander House. In fact, we have over 100 subscribers.

We NEVER share your email address or other information with anyone.

If you wish to sign up, click on the "SIGN ME UP" button at:  
**[www.hollanderhouse.org/contact](http://www.hollanderhouse.org/contact)**

## **FUNDRAISING**

**We have a donation fund called *Friends of Hollander House*** into which anyone can make donations to benefit the residents of the Hollander House. This fund pays for parties and many other events, as well as building beautification. Many people make donations in honor of loved ones or in celebration of life events. All donations are tax-deductible. Checks should be made out to "*Friends of Hollander House*" and put through the slot in the main office door or mailed to:

*Seymour I. Hollander Apartments  
Attn: Main Office  
4190 Park Avenue  
Bridgeport, CT 06604*

**We also accept donations online** with a debit or credit card via PayPal! To make a secure donation online, please visit:  
**[www.hollanderhouse.org/donate](http://www.hollanderhouse.org/donate)**

**You may also donate by purchasing our blue Hollander House reusable cloth shopping bags for \$5.00 each.** They're a great way to show Hollander House spirit! 50% of the cost of each bag goes to the Friends of Hollander House fund.

## **STAFF RECOMMENDS...**

- 1) **Protection with Renter's Insurance:** The owners of the Hollander House have insurance for the walls, floors, fixtures, and other property of the Hollander House. Your own renter's insurance policy would cover your personal belongings in case of burglary, fire, flood, or other disaster. Contact an insurance provider for details and pricing if you are interested.
- 2) **Partnering in a Buddy System:** We strongly suggest that you make friends in the building to create a buddy system. It is common for trusted friends in the building to exchange copies of apartment keys for use in case of a lockout or other emergency. Many "buddies" look out for one another by making daily phone calls.
- 3) **Participation in Activities:** There are many activities for you to enjoy at the Hollander House such as BINGO, exercise, lectures, entertainment events, and shopping and other fun trips around the area. Since socialization and community are important factors in a good quality of life, we strongly urge you to take advantage of the many social activities offered here.
- 4) **Preparedness with a Plan:** What is your plan? Do you have someone to pay your rent or other bills for you if you become ill or incapacitated? Do you have someone to clean out your apartment for you if you move? Who will get your mail if you are in the hospital?

# HOLLANDER MOVING CHECKLIST

## 30 days in advance of new lease date:

- Alert utility companies (gas/oil, electric, water/sewer) that you will be moving and ask that they cancel services effective on the day after you plan to move into Hollander. **DO NOT transfer utility services.** The Hollander House pays for all utilities: heat/AC, hot water, electricity, and water/sewer.
- Decide on your telephone service, or transfer your old service as of the day that you are moving into Hollander. Be sure that you will have a working number for your new apartment before you move in. This can be a mobile/cellular telephone as long as we determine that your service works inside your new apartment.
- If you plan to have TV or Internet service, decide on those services and call for hookup to be scheduled any time on or after your move-in date. *\*See Digital Media optional package through Hollander.*
- Make arrangements with movers. If you use a professional moving company, you must provide their liability insurance certificate to the Hollander House office.
- Arrange for temporary storage of your belongings if there is a gap of time between the end of your current living arrangement and your new lease at the Hollander House.

## Two weeks in advance of new lease date:

- Complete a change of address form at the US Post Office or on the internet at [www.usps.com](http://www.usps.com). This will forward your mail ONLY for 6 months.
- Alert your contacts of your new address. This may include your bank or other investment firms, credit card companies, car and/or medical insurance companies, magazine subscriptions, newspaper subscriptions, friends, and family members.

- Obtain packing supplies, start packing boxes, and label each box. Be VERY careful to keep track of valuables and consider moving them yourself.

**One week in advance of new lease date:**

- Be sure that you are prepared with checks or money orders to pay your first month's rent and security deposit to the Hollander House.
- Inform Hollander House office of the telephone number that you will be using as of your move-in date.
- Notify Hollander House office of the date that you will be moving large furniture, and/or the date when a professional mover will arrive at Hollander House.
- Continue packing boxes and label each box to help you stay organized.

**On moving day:**

- Pack your "first night box" for the first night in your new apartment before everything gets unpacked. This may include pajamas, an outfit, a towel, and toiletries.
- Take a final tour of your old home to ensure that you have not forgotten anything!

Notes: \_\_\_\_\_  
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**WELCOME TO THE HOLLANDER HOUSE!**