

# ***The Family HANDBOOK***



***Fairfield Housing Authority  
823-B Jefferson St., Fairfield, CA 94533  
Phone (707) 428-7392 Fax (707) 425-0512***

Si usted requiere este boletín de noticias en español, por favor de llamar Angelica Rosario al número (707) 429-6287.

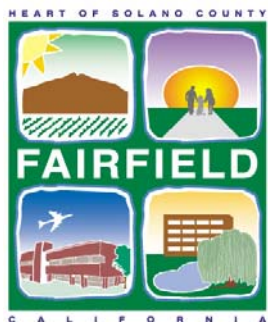
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## Welcome Letter



Fairfield Housing Authority  
823-B Jefferson St.  
Fairfield, CA 94533  
Phone (707) 428-7392  
FAX (707) 425-0512

Dear Family:

WELCOME!!

The Fairfield Housing Authority welcomes you to the Section 8 Housing Choice Voucher Program. This program is designed to help your family by paying part of the rent.

The Briefing Session and written material in this packet will tell you about the details of the program. Included is an explanation of the program, forms, and consumer information that explain various facets of the program. The consumer information should assist you in protecting your interests when you lease an apartment for an owner.

A "*Definition of Housing Terms*" follows this Welcome Letter to you. It is very important that you familiarize yourself with them, as they will be used throughout your participation in the Section 8 Housing Choice Voucher Program.

Remember, any member of our staff is available to answer any questions you may have.

Sincerely,

Eve Somjen  
Assistant Director

The Mission of the Fairfield Housing Authority is to assist low-income families with safe decent and affordable housing opportunities as they strive to achieve self-sufficiency and improve the quality of their lives. The Housing Authority is committed to operating in an efficient, ethical and professional manner. We will create and maintain partnerships with our clients and appropriate community agencies in order to accomplish this mission.

## Definition of Common Housing Terms

### Absorbs

Refers to the receiving PHA incorporating into its program a family who has exercised portability by moving from another PHA's jurisdiction into its jurisdiction. By the receiving PHA will be able to use the voucher it originally issued to the family to assist another family in its jurisdiction.

### Admission

HUD defines (*Annual Income*) as all amounts, monetary or not: Which go to or on behalf of the family head or spouse or to any other family member, or

- That are anticipated to be received from a source outside the family during the 12 month period Following Admission or the annual recertification effective date, and
- Which are not specifically excluded in 24 CFR 5.609(c), and
- Also includes amounts derived from assets to which any family member has access.

### HCV -Housing Choice Voucher

A document issued by a PHA to a family selected for admission to the voucher program. The HCV describes the program and the procedures for PHA approval of a unit selected by the family. The HCV also states obligations of the family under the program.

### Contract:

The monthly assistance payment by a PHA, which includes: (1) A payment to the owner for rent to the owner under the family's lease; and (2) An additional payment to the family if the total assistance payment exceeds the rent to owner.

### Dependent

A member of the family (except foster children and foster adults) other than the family head or spouse who is under 18 years of age or is a person with a disability or a full time student.

### Discrimination

An act of prejudice in which the Owner refuses to rent to a Family because of race, religion, ethnic group, national origin, marital status, blindness and physical disability.

### Drug-related Criminal Activity

Drug trafficking; *illegal use, or possession for personal use*, of a controlled substance

### Drug Trafficking

The illegal manufacture, sale or distribution, or the possession with intent to manufacture, sell or distribute, of a controlled substance.

### Elderly Family

A family whose head, spouse, or sole member is a person who is at least 62 years of age; or two or more persons who are at least 62 years of age living together; or one or more persons who are at least 62 years of age living with one or more live-in aides.

### Eligible Family

A family which qualifies as Low-Income family and meets the other requirements of the Act and Part 5 of 24 CFR.

### Extremely Low Income

A family whose annual income does not exceed 30 percent of the median income for the area, as determined by HUD, with adjustments for smaller and larger families. (CFR 5.603)

### Fair Market Rent (FMR)

The rent, including the cost of utilities (except telephone), as established by HUD for units of varying sizes (by number of bedrooms), that must be paid in the housing market area to rent privately owned, existing, decent, safe and sanitary rental housing of modest (non-luxury) nature with suitable amenities. See periodic publications in the Federal Register in accordance with 24 CFR part 888.

### Family Self-Sufficiency Program

The program established by a PHA in accordance with 24 CFR part 984 to promote self-sufficiency of assisted families, including the coordination of supportive services (42 U.S.C. 1437u).

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**Housing Agency or Housing Authority (HA)**

A state, county, municipality or other governmental entity authorized to engage in or assist in the development or operation of low-income housing. Also referred to as Public Housing Authority "PHA".

**HAP Contract**

Housing assistance payments contract. (Contract). A written contract between HUD or a Contract Administrator and an owner for the purpose of providing housing assistance payments to the owner on behalf of an eligible family (sometimes referred to as the HAP Contract). For Section 8 programs, the Housing Assistance Payment Contract is executed between the PHA and the owner.

**Housing Quality Standards**

The HUD minimum quality standards for housing assisted under the tenant-based programs.

**HUD**

The Department of Housing and Urban Development. The federal office which funds the housing assistance program.

**Initial Housing Authority**

The PHA administering the housing programs when the participant with a Voucher moves to another state.

**Inspection Form**

A form describing in detail the condition of the residence. It is signed by the Owner, the Family and the Housing Authority to verify that the unit meets Housing Quality Standards.

**Jurisdiction**

The geographic area within the boundaries where a public housing agency is authorized to function.

**Lead-based paint**

A paint with lead that can be dangerous to children if it flakes off and is accidentally swallowed. Homes built after 1952 usually do not have lead-based paint.

**Lease**

A written agreement between an owner and a tenant for the leasing of a dwelling unit to the tenant. The lease establishes the conditions for occupancy of the dwelling unit by a family with housing assistance payments under a HAP contract between the owner and the PHA.

**Metropolitan Statistical Area (MSA)**

An urban area defined by the Census Bureau and is based on population. The MSAs used for HUD purposes are identified in the Federal Register, which distributes the Fair Market Rents (FMRs).

**Owner**

Any person or entity with the legal right to lease or sublease a unit to a participant.

**Participant or Participant family**

A family that has been admitted to the assisted housing program and is currently under an assisted lease. The family becomes a "participant" on the effective date of the first HAP contract by the PHA for the family.

**Payment Standard**

The maximum monthly assistance payment for a family assisted in the voucher program (before deducting the total tenant payment by the family).

**Prohibited Lease Provisions**

Terms which must not be used in the lease between the Owner and the Family.

**Portability**

A family's ability to move from one Housing Authority's jurisdiction to another location outside the jurisdiction of the original Housing Authority and continue to receive assistance.

**Reasonable Rent**

A rent to owner that is not more than rent charged: (1) For comparable units in the private unassisted market; and (2) For comparable unassisted units in the premises.

**Receiving Housing Authority**

The Housing Authority administering the housing programs that accepts a participant from another Housing Authority.

**Recertification/Reexamination**

Also referred to as a reexamination. The process of securing documentation of total family income used to determine the rent the tenant will pay for the next 12 months if there are no additional changes to be reported.

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**Rent to Owner**

The total monthly rent payable to the owner under the lease for the unit. Rent to owner covers payment for any housing services, maintenance and utilities that the owner is required to provide and pay for.

**Request for Tenancy Approval**

Sometimes referred to as the "RTA" or "RFTA". The form which must be completed by the Owner and the Family and submitted to the Housing Authority for approval prior to a lease and HAP contract being completed on a property. The Housing Authority has no obligation to the Family or Owner until this form is approved.

**Security Deposit**

A dollar amount (maximum set according to the regulations) which can be used for unpaid rent or damages to the owner upon termination of the lease.

**Subsidy Standards**

Criteria established by the Housing Authority for determining the appropriate number of bedrooms for families of different sizes and compositions.

**Suspension or Tolling**

Stopping the clock on the term of a family's voucher after the family submits a request for approval of the tenancy. If the PHA decides to allow extensions or suspensions of the voucher term, the PHA Administrative Plan must describe how the PHA determines whether to grant extensions or suspensions, and how the PHA determines the length of any extension or suspension.

**Tenant**

The person or a person (other than a live-in aide) who executes the lease as lessee of the dwelling unit.

**Tenant Rent**

The amount payable monthly by the family as rent to the unit owner (Section 8 owner or PHA in public housing).

**Total Tenant Payment**

The total amount the HUD rent formula requires the tenant to pay toward rent and utilities.

**Utility Allowance**

If the cost of utilities (except telephone) and other housing services for an assisted unit is not included in the tenant rent but is the responsibility of the family occupying the unit, an amount equal to the estimate made or approved by a PHA or HUD of the monthly cost of a reasonable consumption of such utilities and other services for the unit by an energy-conservative household of modest circumstances consistent with the requirements of a safe, sanitary, and healthful living environment.

**Utility Reimbursement**

The amount, if any, by which the utility allowance for the rent, if applicable, exceeds the total tenant payment for the family occupying the unit.

**Violent Criminal Activity**

Any illegal criminal activity that has as one of its elements the use, attempted use or threatened use of physical force against the person or property of another.

**Voucher**

A document issued by a PHA to a family selected for admission to the voucher program. This document describes the program and the procedures for PHA approval of a unit selected by the family. The voucher also states obligations for the family under the program.

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# Family Eligibility



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## Family Obligations

1. Families must provide any information that the PHA or HUD determines is necessary in the administration of the program, including submission of required evidence of citizenship or eligible immigration status.
2. The family must supply any information requested by the PHA or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition in accordance with HUD requirements.
3. The family must disclose and verify social security numbers and must sign and submit consent forms for obtaining information.
4. Any information supplied by the family must be true and complete.
5. The family is responsible for an HQS breach caused by the family.
6. The family must allow the PHA to inspect the unit at reasonable times and after reasonable notice.
7. The family may not commit any serious or repeated violation of the lease.
8. The family must notify the PHA and the owner before the family moves out of the unit, or terminated the lease on notice to the owner.
9. The family must promptly give the PHA a copy of any owner eviction notice.
10. The family must use the assisted unit for residence by the family. The unit must be the family's only residence.
11. The family must promptly inform the PHA of the birth, adoption or court-awarded custody of a child.
12. The family must request PHA approval to add any other family member as an occupant of the unit.
13. The family must promptly notify the PHA if any family member no longer resides in the unit.
14. The family must not sublease or sublet the unit.

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15. The family must not assign the lease or transfer the unit.
16. The family must supply any information or certification requested by the PHA to verify that the family is living in the unit, or relating to family absence from the unit, including any PHA-requested information or certification on the purposes of family absences. The family must cooperate with the PHA for this purpose.
17. The family must not own or have any interest in the unit.
18. The family must promptly notify the PHA of absence from the unit.
19. The members of the family must not commit fraud, bribery or any other corrupt or criminal act in connection with the programs. The members of the family may not engage in drug-related criminal activity, or violent criminal activity.
20. An assisted family, or members of the family, may not receive Section 8 tenant-based assistance while receiving another housing subsidy for the same unit or for a different unit, under any duplicative, federal, State or local housing assistance program.
21. The family is responsible for damages beyond normal wear and tear. Poor housekeeping is grounds for termination.
22. The family must pay utility bills & provide and maintain any appliances that the owner is not required to provide under the lease.
23. The family must not threaten, or engage in abusive or violent behavior towards FHA personnel.
24. Head of Household must report any changes in the source of income and/or family composition within fourteen (14) days of occurrence.

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## SECTION 8 RENTAL ASSISTANCE PROGRAM

**Restrictions Renting To Family Members**

HUD Regulation 24 CFR Part 982.306

Effective June 17, 1999, Section 8 participants may no longer lease from family members except in cases for making reasonable accommodations for those with disabilities.

Definition of family members leasing are as follows:

1. parent of any family member of participant's family
2. child of any member of the participants family
3. grandparent of any member of the participant's family
4. grandchild of any member of the participants family
5. brother or sister of any member of the participant's family

Definition of disabled participants is as follows:

24 CFR 912.102 – A disabled person who is under a disability as defined in section 223 of the Social Security Act (42 U.S.C. 423) or who has a developmental disability as defined in section 120(7) of the Developmental Disabilities and Bill of Rights Act (42 U.S.C. 6001(7)).

This regulation applies to all new move-ins or transfers.

*(Please print clearly)*

I, \_\_\_\_\_, understand the above requirements that I may not lease from a family member unless it is for reasonable accommodations for persons with disabilities.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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## Drugs or Violent Criminal Activity

### IMPORTANT INFORMATION ON REGULATIONS FOR TERMINATION OF SECTION 8 HOUSING ASSISTANCE TO FAMILIES INVOLVED IN DRUG-RELATED OR VIOLENT CRIMINAL ACTIVITY

New federal anti-drug rules prohibit Section 8 assisted families from engaging in drug-related or violent criminal activity. The rules allow the Housing Authority to terminate assistance for criminal violations by any family member. These additions to the federal regulations are part of a plan to eliminate drugs from federally subsidized housing.

A court conviction is not required for the Housing Authority to take action against violators. Decisions to terminate assistance will be made through consideration of “a civil standard of preponderance of evidence” and not necessarily based on any court action.

Families may lose their housing assistance whether or not they are evicted for drug-related or violent criminal activity. Loss of rental payments made by the Housing Authority will affect landlords when assistance to a family is terminated.

“Drug-related criminal activity” is defined as: 1) The felonious manufacture, sale or distribution, or the possession with intent to manufacture, sell or distribute a controlled substance...and/or 2) The felonious use or possession (other than with intent to manufacture, sell or distribute) of a controlled substance....

“Violent criminal activity” includes any felonious criminal activity that has, as one of its elements, the use, attempted use, or threatened use of physical force against the person or property of another.

“Felonious” means that the criminal activity is classed as a felony under federal, state or local law.

The FAMILY OBLIGATIONS are revised to include that HUD assisted tenants may lose their housing subsidy for violent criminal behavior or drug activity (e.g. manufacture, use, or sale) that involves household members and/or their guests.

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## **Good tenants can make a difference to keep drugs out of the neighborhood:**

- ◆ Alert the landlord and Police Department of drug dealing out of rental units and of negative social behavior associated with drug activity.
- ◆ If the landlord is not helpful, encourage him/her by pointing out possible health and building code violations. Landlords are responsible if the property is being used for criminal activities.
- ◆ Contact the Police Department to find out how to establish a Neighborhood Watch Program.
- ◆ Report health code violations (i.e., garbage, rats, roaches, ants, flies, fleas, etc.) to the Health Department.
- ◆ Get the neighborhood association involved. Have them write the owner.

## **Informal Hearing Procedures**

### **How to request an Informal Hearing?**

You must submit your request for an Informal Hearing in writing to your Housing Specialist within seven (7) business days of the date of the notice that you receive regarding action to be taken. You will be notified of the time and place of the hearing. A hearing officer will conduct the Informal Hearing and you will receive the decision by mail.

### **When to request an Informal Hearing?**

You may request an Informal Hearing to consider whether decisions relating to you and your family's circumstances follow HUD regulations and the Authority's policies in the following cases:

1. Determination of your family's income and how your subsidy was determined.
2. Termination due to your family's action or failure to act.
3. The appropriate utility allowance for utilities that you would be obligated to pay from the utility allowance schedule,

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4. The determination of your unit size for your family under the subsidy standards, and
5. Determination to terminate assistance because family has been absent from the unit longer than 180 consecutive days.

**Reasons that you may not be granted an Informal Hearing:**

1. To review discretionary administrative determinations by the Authority to consider general policy issues or class grievances.
2. To review the Authority's determination with the following:
  - a. the unit does not comply with HQS standards unless caused by the family
  - b. not to approve a unit or lease, or
  - c. that the contract unit is not in accordance with HQS space and security standards because of family composition.
3. To review a decision by the Authority to exercise or not to exercise any right or remedy against the owner under a HAP contract.
4. To review the Authority's decision not to approve a family's request for an extension or suspension of the term of the certificate or voucher to another unit with continued participation in the Choice Voucher Program, or
5. The Authority's utility allowances.

## Grounds for Denial or Termination of Assistance

- A) Violation of your Family Obligations
- B) Eviction from Public Housing.
- C) Any member of the household had their housing assistance terminated by another housing agency.
- D) Any member of the household or guests commits drug related criminal activity, or violent criminal activity.

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- E) Any member of the household commits fraud, bribery or any other corrupt or criminal act in connection with any federal housing program.
- F) Household currently owes rent or other amounts to any housing authority in connection with their housing assistance
- G) Household has not reimbursed any housing authority for amounts paid to an owner under a HAP contract for rent, damages to the unit, or other amounts owed by the family under the lease.
- H) The household breaches an agreement with the HA to pay amounts to an HA, or amounts paid to an owner by an HA.
- I) A household participating in the FSS program fails to comply, without good cause, with the family's FSS contract of participation.
- J) Any members of the household or their guests engage in or threaten abusive or violent behavior toward housing authority personnel or its contractors and agents.

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## Income Recertifications

### Notification of Changes

You will be notified in writing by regular postal delivery at least 30 days in advance of any increases to your portion of the rent.

### Annual Re-certifications

At least once each year the Housing Authority will re-inspect your unit, reexamine your family's characteristics, verify your income, and examine the size of your unit. You will be notified by mail of your appointment.

### Interim Reexaminations

If during the year the following events take place, you must report these changes to your Housing Specialist.

#### **New Source of Income**

You or a family member: Start a new job (part-time or full-time)  
Begin receiving Social Security or Retirement benefits or start receiving any new income

#### **Loss of Income**

Loss of employment, Social Security, or other income that may be long term in nature (this means a loss of income for more than 60 days)

*INCOME CHANGES SUBMITTED BEFORE THE 10<sup>th</sup> OF THE  
MONTH MAY BE PROCESSED FOR THE FIRST OF THE NEXT  
MONTH*

*INCOME CHANGES SUBMITTED AFTER THE 10<sup>th</sup> OF THE  
MONTH MAY BE PROCESSED EFFECTIVE THE FIRST OF THE  
MONTH THAT OCCURS 30 DAYS AFTER THE CHANGES ARE  
SUBMITTED*

#### **Changes to Family Composition**

Report all Additions or Deletions of Members in your Household

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## Income Limits

Eligibility Income Limits – Effective March 19, 2007 HUD Federal Register

<u>Family</u>	<u>Extremely Low (30%)</u>	<u>Very-low (50%)</u>	<u>Lower (80%)</u>
1	\$15,800	\$26,400	\$41,450
2	\$18,100	\$30,150	\$47,350
3	\$20,350	\$33,950	\$53,300
4	\$22,600	\$37,700	\$59,200
5	\$24,400	\$40,700	\$63,950
6	\$26,200	\$43,750	\$68,650
7	\$28,000	\$46,750	\$73,400
8	\$29,850	\$49,750	\$78,150

Eligibility for all rental assistance programs are currently restricted to families with incomes at or below the 50% income level listed above. Eligibility is determined at the time a family reaches the top of the waiting list since these limits and or family income may change during the time they are on the waiting list.

## Waitlist Ranking

- 1<sup>st</sup> National Disaster Victim/ Involuntarily Displaced
- 2<sup>nd</sup> Targeted Income Families
- 3<sup>rd</sup> Single persons (62+ years old or disabled)
- 4<sup>th</sup> Veteran
- 5<sup>th</sup> Resident or Homeless receiving services in Fairfield
- 6<sup>th</sup> Non-Resident

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## Subsidy Amounts

Who determines the subsidy amounts?

The voucher payment standard is set by the PHA between 90% - 110% of HUD published Fair Market Rents (FMR).

The following are the FMR's according to bedroom sizes for **Fairfield's** jurisdictional area:

Bedrooms	1	2	3	4	5
FMR	\$ 956	\$1097	\$1538	\$1894	\$2178

***\*If the rent is under the Payment Standards, your portion of the rent will be lowered\****

It is the policy of the Fairfield Housing Authority that we will not approve any rent above the payment standard listed for the voucher size.

The Housing Authority may approve a family living in a unit a larger than their voucher if the price is in the range of the voucher size.

***Example:***

***A family with a two bedroom voucher may live in a three bedroom apartment if the rent of the apartment is at \$1097 or less.***

If a family chooses to live in a unit smaller than the voucher size, the voucher will be reduced to match the unit size. The voucher size is evaluated each time a family requests a transfer, therefore a reduction in the voucher size is only temporary as long as the family lives in the smaller bedroom sized unit.

***Example:***

***A family with a three bedroom voucher may choose to live in a two bedroom unit. The voucher would be reduced to a two bedroom as long as the family resides in the two bedroom unit.***

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## Payment Standards

The Payment Standard determines how much assistance will be offered to your household. These numbers are published by HUD each year. The Housing Authority can offer no less than 90%, but no more than 110% of the published amount for monthly rental assistance. The Fairfield Housing Authority Fair Market Rent offered to our participants is 110% of the Payment Standard. This can change at anytime and is based on the amount of funding provided by HUD.

The following are the FMR's according to bedroom sizes for **Fairfield's** jurisdictional area. The Payment Standards used in Fairfield are at the maximum allowed by HUD.

Bedrooms	1	2	3	4	5
FMR	\$ 956	\$1097	\$1538	\$1894	\$2178

### IMPORTANT NOTICE:

The Fairfield Housing Authority will not accept any Requests for Tenancy Approval if the rent asked by the property owner is above the listed Payment Standard for the bedroom size.

## Voucher Size (Subsidy Standard)

The voucher size will be evaluated with every request to transfer. The voucher size will be evaluated at the written request of the Head of Household due to medical or disability considerations or approved additions to the household because of the birth, adoption, marriage or court awarded custody.

Voucher Size	Persons in Household	
	Minimum Number	Maximum Number
1 Bedroom	1	2
2 Bedrooms	2	4
3 Bedrooms	4	6
4 Bedrooms	6	8
5 Bedrooms	8	10

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## Exceptions To Subsidy Standards

[24 CFR 982.403(a) & (b)]

The form to request an Exceptions to Subsidy Standards is at the Housing office.

The PHA shall grant exceptions from the subsidy standards if the family requests and the PHA determine the exceptions are justified by the health or disability of family members, or other individual circumstances. The PHA will grant an exception upon request as an accommodation for persons with disabilities. Circumstances may dictate a larger size than the subsidy standards permit when persons cannot share a bedroom because of a need such as a:

Verified medical or health reason; or

Elderly persons or persons with disabilities who may require a live-in attendant.

The family must request in writing for a larger sized voucher than indicated by the PHA's subsidy standards.

The request must explain the need or justification for a larger bedroom.

Requests due to health considerations must be verified by a doctor or medical care provider.

Requests for a larger voucher due to additional household members will not be considered *unless* the additional members were added as a result of:

Birth  
Adoption  
Marriage, or  
Court-awarded custody.

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## Right To Reasonable Accommodation

In accordance with State and Federal Fair Housing Laws, the Fairfield Housing Authority (hereinafter HA) does not discriminate against any person on the basis of their race, religion, sex, color, national origin, age, disability or familial status. In addition, the HA has a legal obligation to provide services and reasonable accommodations that allow people with disabilities an equal opportunity to participate in and benefit from housing assistance programs. The HA grants reasonable accommodation requests based in part by verification of need from a qualified physician (M.D, or Psychiatrist) who has direct experience with an individual's disability.

A reasonable accommodation is a modification or change the HA can make to its policies and procedures or housing unit that enables an otherwise eligible family member with a disability to participate fully in housing assistance programs. If you or any member of your family have a disability, and think you might need or want a reasonable accommodation, you may request it at any time during the application process or after admission into the program. If you do not request an accommodation, you are not required to disclose your disability to the HA.

An applicant with a disabled member must be able to meet the essential obligations of occupancy. For example, all participants must pay rent, maintain the unit, report-required information to HA, and refrain from disturbing their neighbors, etc. Residents with a disabled family member may meet their obligations independently or with assistance from another person or an outside agency. The disability must substantially limit performance of activity this is of central importance to daily life.

Your first step is to complete the following REQUEST FOR REASONABLE ACCOMMODATION form. This form will be mailed or faxed to the person you indicated on this form for verification. Once this form is returned to our office, the HA will review the comments from your care provider and provide a written response to your request.

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## Finding a Suitable Home



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## What Makes A Unit Suitable For You?

1. Do you want a house or apartment?  
If you select a house, who will be responsible for paying the utilities. Utilities include water, sewage, garbage, gas and electric but **not** the telephone or cable. Who will care for the lawn, you or the landlord? If you are responsible for the lawn, do you have a lawn mower, lawn tools, time, and energy to do this? In many situations an apartment is less expensive than a house because some or maybe all the costs of the utilities may be included in the rent.
2. Is the rent reasonable?  
Does the amount of rent that the landlord is asking fall within the range that you are eligible for?
3. Is the home in good repair?  
As you walk through, notice the condition of the walls, carpets, windows, doors, and other fixtures. Has the landlord maintained the unit or is the unit in need of many repairs? Who will provide appliances? If the landlord provides the appliances, are they clean, in working order, and located in the unit? Are there any signs of roaches or other rodents?
4. Where do you want to live?  
Location is very important. Is it near your place of employment, a good school system and daycare centers? Is public transportation available to you? Are there medical care centers, grocery stores, and shopping centers near by?
5. Do you have a pet?  
Is this acceptable with the landlord? What about the pet deposit?

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## Smoke Detectors Save Lives

Please make sure that the unit you select has a smoke detector on each sleeping floor. The Department of Housing and Urban Development (HUD) has mandated that each unit subsidized under any rental assistance program must include at least one smoke detector on each level of the unit. The smoke detector must be located to the extent practicable in a hallway adjacent to a bedroom.

Do not allow anyone to tamper with your smoke detector. If it is not working properly, contact your landlord at once. Please remember to have your smoke detector(s) checked and if needed, batteries replaced.

Notes:

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## Housing Search Tips And Suggestions

### SEARCH TOOLS

1. Local and neighboring community newspaper
2. Phone book yellow pages
3. Property Management Companies
4. Drive through neighborhoods
5. Personal referral

### RENTAL APPLICATION

1. All sections must be completed
2. Provide the following:
  - ❖ Current California Drivers License or Identification Card
  - ❖ Last three pay stubs or current income verification
  - ❖ *Social Security cards* and *Birth certificates* for all household members
  - ❖ Personal References
  - ❖ Rental History (Include dates, landlords, address, phone numbers)
  - ❖ Current Credit Report

### ATTIRE AND PERSONAL PRESENTATION

1. Leave friends and children at home
2. Dress as if you were going for a job interview
3. No loud music in the car when you drive up to the office
4. Have a clean vehicle

### CREDIT REPORTS

Some landlords will accept hand-carried credit reports and some will not. A credit report as of March 10, 2005, can be purchased for \$25.00 for one or \$42.00 for all three reporting agencies at the local Credit Bureau Associates, located at 460 Union Ave., Suite C, Fairfield. The reporting agencies are as follows:

EXPERIAN  
P.O. Box 949  
Allen, TX 75002

EQUIFAX  
P.O. Box 105873  
Atlanta, CA 30348

TRANS UNION  
P.O. Box 390  
Springfield, PA 19064

Obtaining the reports will allow you the opportunity to review your credit history and correct any discrepancies.

Notes:

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## Affordable Housing Referral Listing

### HOUSING COMPLEXES WITH RENT SUBSIDIES OR LOW RENT

Rent equals 30% of adjusted income minus allowances for any tenant-paid expenses.

Monument Arms Apts.  
261 E. Alaska Ave  
707-422-4088

Parkside Villa Apts.  
1650 Park Lane  
707-429-4470

Parkway Plaza  
188 E. Alaska Ave.  
707-429-3511

Rockwell Manor  
693 East Tabor Ave.  
707-426-4034

The Village Apartments  
506 Civic Center Blvd  
Suisun City, CA 94585  
707-425-1919

Laurel Gardens  
201 E. Alaska Ave.  
707-425-7037

### AFFORDABLE APARTMENTS

Fairfield Vista Apts  
201 Pennsylvania Ave.  
707-421-2155

Fairfield Plaza Apts.  
1730 Fillmore St  
707-428-0490/425-6219

The Groves  
855 East Tabor  
707-422-6266

Gateway Village Apts  
2000 Pennsylvania Ave  
707-428-5889

Jackson/Texas Apts. (c/o Union Square)  
702 & 712 Jackson St  
707-425-1919

San Marco Apts  
400 San Marco St  
707-422-6524

Orchard Crossing (Stoneybrook)  
651 East Travis Blvd  
707-429-1778

Cottage Square Apts.  
1189 Tabor Ave.  
707-422-3020

Sunset Creek Apts  
840 East Travis Blvd  
707-422-9188

Union Square Apts.  
1401 Union Ave  
707-421-1977

Senior Manor  
1101 Union Ave.  
707-422-2944

Woodside Court Apts  
555 Alaska Ave  
707-426-0169

Woodsong Village Apts.  
2999 North Texas St  
707-426-3135

Dover Senior Woods Apts.  
2801 Dover Ave  
707-429-8966

Notes:

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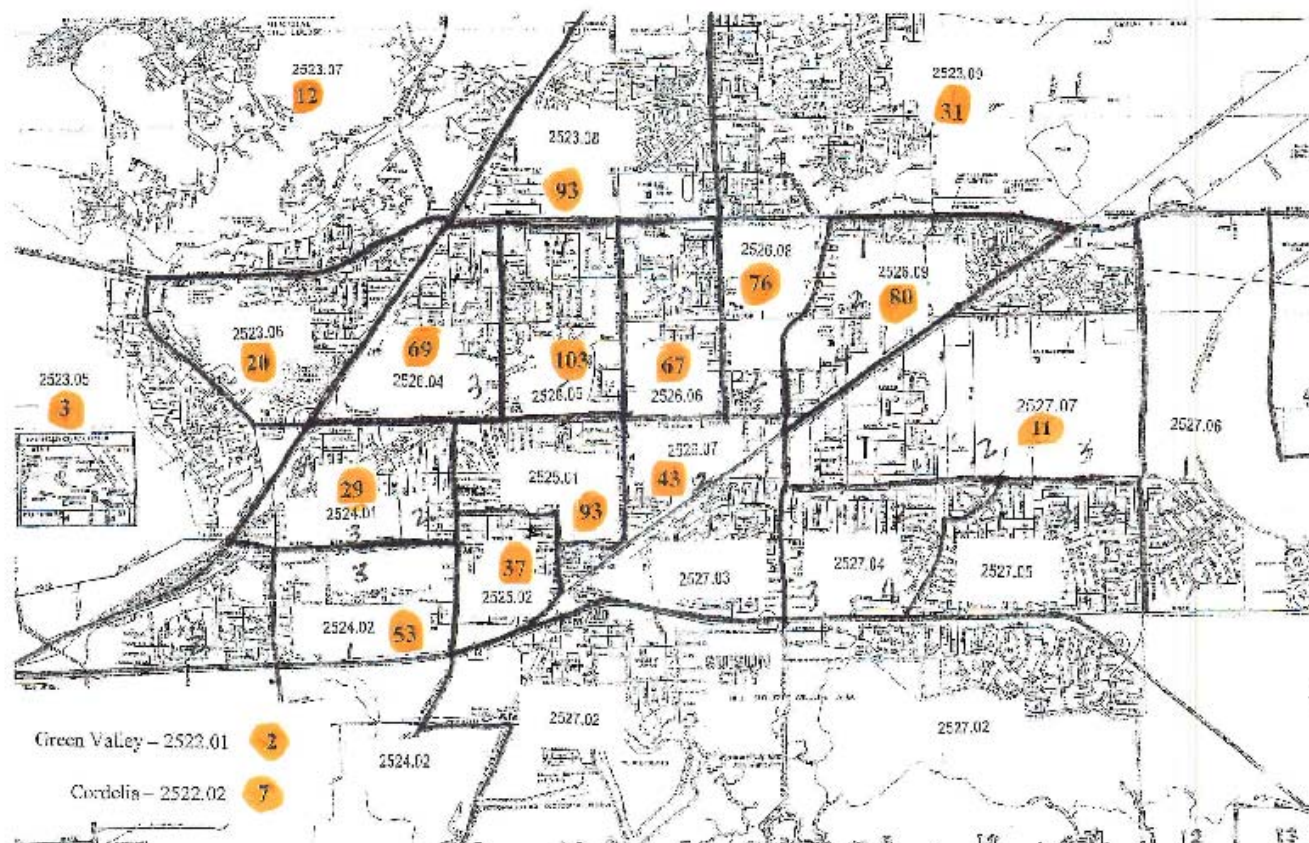
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**Fairfield Housing Authority  
Assisted Unit Distribution  
July 2007**

Port Outside  
Fairfield Jurisdiction 36

Notes:

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## Section 8 and the Drug Crisis

Listed below are some of the activities as related to the drug crisis. The Housing Choice Voucher Lease is revised to clarify that tenants may lose their housing subsidy for any type of drug activity, drug use and/or sales.

- ◆ Adopted a “No-Nonsense Drug Policy”.
- ◆ Developed an Owner Education Briefing for Choice Voucher owners.
- ◆ Established a close working relationship with the Fairfield Police Department.
- ◆ Published this brochure.
- ◆ As an agency, the Fairfield Housing Authority will continue to support the elimination of drug activities in subsidized housing.

**REMINDER:** Please use caution and discretion in dealing with persons you suspect are involved in drug activity.

### Advice for Tenants

#### **Good Tenants can make a difference fighting a neighborhood drug problem:**

- ◆ Alert the landlord and Police Department of drug dealing out of rental units and of negative social behavior associated with drug activity.
- ◆ If the landlord is not helpful, encourage him/her by pointing out possible health and building code violations. Landlords are responsible if the property is being used for criminal activities.
- ◆ Contact the Police Department to find out how to establish a Neighborhood Watch Program.
- ◆ Report health code violations (i.e., garbage, rats, roaches, ants, flies, fleas, etc.) to the Health Department.
- ◆ Get the neighborhood association involved. Have them write the owner. If tenant is disturbing the peace, call the police.

Notes:

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## Housing Quality Standard (HQS) Inspections

There are three types of inspections:

1. Initial Inspection

This will be completed before you or your belongings move into the unit unless you are leasing in place. Leasing in place means that you wish to live where you are and your current landlord will accept your voucher. You must make arrangements for the utilities to be on. This means electric, gas, and water. If the unit is in good repair and it passes the inspection, you will be contacted by the landlord/owner. At this point you will be able to sign the lease with the owner. If the owner does not pass, the landlord will be contacted and instructed on the items that need to be repaired in order to pass. A second inspection will be scheduled.

2. Annual Inspection

This will be a yearly inspection to make sure that your unit continues to be in good repair. You will be notified by mail. You must be present for the inspection. This is part of your Section 8 family obligations. If you are not at home and you have failed to notify us with a very good reason, your assistance could be terminated. This is not a housekeeping check up, but at the same time, your home should not be a fire hazard. If you are unable to be present, or have another adult (18 years+) be present, you must reschedule the appointment at least 24 hours in advance.

3. Special Inspection

You have a responsibility to report any maintenance problem to your landlord promptly in writing. If your landlord fails to resolve the situation within a reasonable period of time, then you should report this to the Authority's Inspector. The Inspector will make arrangements to inspect the problem and talk with the landlord.

The FHA is no longer required to do a move-out inspection. I do highly recommend that you be present for a move-out inspection with your landlord when you vacate. It is easier to resolve problems or disputes at this point than later on.

Remember that it is your responsibility to make arrangements with your landlord to repay any damages that you or your household incurs.

After you turn in your forms, please allow us approximately three (3) weeks for processing your paperwork. We have given you four (4) months (120 days) to locate a place and you must allow us at least three (3) weeks to complete the necessary steps. Do not move into the unit until it passes the inspection.

## New Lease Inspection Checklist

- \_\_\_\_\_ Working smoke detectors (located near sleeping areas and one operable on each level of the unit.)
- \_\_\_\_\_ Utilities (water, gas, electric) "on"
- \_\_\_\_\_ Windows operable and not cracked
- \_\_\_\_\_ Window screens on and not torn
- \_\_\_\_\_ Stove (in the unit and working)
- \_\_\_\_\_ No plumbing leaks
- \_\_\_\_\_ No peeling paint
- \_\_\_\_\_ Working door locks
- \_\_\_\_\_ Unit must be empty
- \_\_\_\_\_ Carpet Clean (stretched, if necessary)
- \_\_\_\_\_ No infestation (fleas, roaches, rodents, etc.)
- \_\_\_\_\_ Operable garbage disposal
- \_\_\_\_\_ All electric outlets working and cover plates on
- \_\_\_\_\_ Clear of all garbage and trash

This checklist must be completed before the HQS Inspector arrives.

### Reminder:

A Failed Inspection Only Delays The Date That The Housing Authority Can Begin Financial Assistance To The Tenant. Make It Your Goal To Have Your Units Pass At The Initial Inspection.

# Utility Allowance Schedule

1-Feb-07

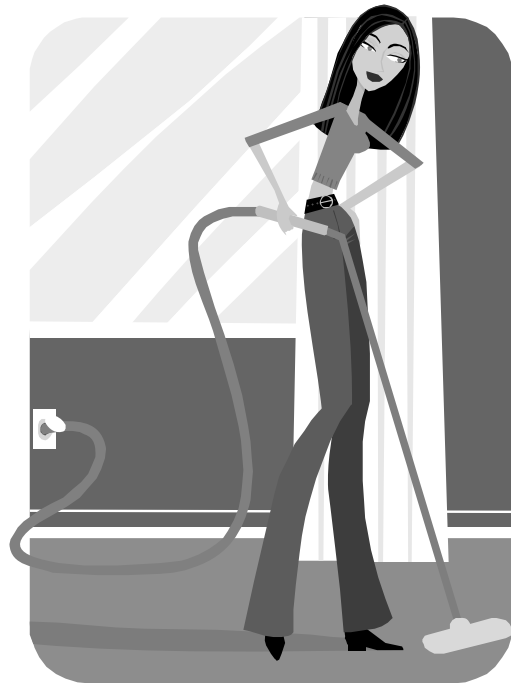
Utility Type		Bedroom Size	Housing Type	Utility Allowance
Cooking	Natural Gas	1		2
Cooking	Electric	1		6
Heat	Natural Gas	1	Mobile Home	17
Heat	Natural Gas	1	Row House/Garden Apt	17
Heat	Electric	1	Row House/Garden Apt Two/Three family	33
Heat	Natural Gas	1	(Duplex)	17
Heat	Natural Gas	1	Single Family Detached	17
Other Electric	Electric	1		21
Range		1		2
Refrigerator		1		3
Sewer		1		22
Trash Collection		1		13
Water Drinking		1		28
Water Heat	Natural Gas	1		30
Water Heat	Electric	1		101
Cooking	Natural Gas	2		3
Cooking	Electric	2		7
Heat	Natural Gas	2	Mobile Home	24
Heat	Natural Gas	2	Row House/Garden Apt	24
Heat	Electric	2	Row House/Garden Apt Two/Three family	44
Heat	Natural Gas	2	(Duplex)	24
Heat	Natural Gas	2	Single Family Detached	24
Other Electric	Electric	2		26
Range		2		2
Refrigerator		2		3
Sewer		2		22
Trash Collection		2		16
Water Drinking		2		41
Water Heat	Natural Gas	2		30
Water Heat	Electric	2		103

## Utility Allowance Schedule

1-Feb-07

Utility Type		Bedroom Size	Housing Type	Utility Allowance
Cooking	Natural Gas	3		4
Cooking	Electric	3		8
Heat	Natural Gas	3	Mobile Home	28
Heat	Natural Gas	3	Row House/Garden Apt	28
Heat	Electric	3	Row House/Garden Apt	49
			Two/Three family	
Heat	Natural Gas	3	(Duplex)	28
Heat	Natural Gas	3	Single Family Detached	28
Other Electric	Electric	3		33
Range		3		2
Refrigerator		3		3
Sewer		3		22
Trash Collection		3		17
Water Drinking		3		48
Water Heat	Natural Gas	3		33
Water Heat	Electric	3		136
Cooking	Natural Gas	4		4
Cooking	Electric	4		9
Heat	Natural Gas	4	Mobile Home	32
Heat	Natural Gas	4	Row House/Garden Apt	32
Heat	Electric	4	Row House/Garden Apt	55
			Two/Three family	
Heat	Natural Gas	4	(Duplex)	32
Heat	Natural Gas	4	Single Family Detached	32
Other Electric	Electric	4		41
Range		4		2
Refrigerator		4		3
Sewer		4		22
Trash Collection		4		17
Water Drinking		4		55
Water Heat	Natural Gas	4		42
Water Heat	Electric	4		202

# Housekeeping & Maintenance





## INTRODUCTION

The attached handouts are designed to help you keep your unit in good standing and prevent failed annual inspections. If you have a history of failed inspections, your housing subsidy could be in jeopardy.

You will be notified of your annual inspection two to three weeks prior to the date. When you receive your notification, you also receive a flyer entitled *Tenant's "To Do" List*. If you follow the list, it will improve the chances of your unit passing. If you find items in need of repair, contact your owner or property manager right away to let them know what needs repair. If you have the repairs done prior to your inspection this will help your unit pass the first time around. *Don't wait until your inspection to tell the owner you are having problems with things in the unit.* It is **your responsibility** to notify the owner or property manager of needed repairs.

**This is your home. Keep it in the best condition possible.**

You can prevent unnecessary cleaning if you get rid of clutter as a habit, if you organize provided storage systems and places, and if you can get the people you live with to cooperate and help. Your children should be involved too. You can reduce the amount of dirt in the house by confining easy and messy projects to an easily cleaned area, and by wiping up spills as soon as possible. If you have an indoor pet, be sure to clean up after them daily. If you have a cat and an indoor litter box, change the cat litter frequently.

Whenever you are cleaning, always follow directions on products. Don't assume that you use one product just like the other.

## HOUSING QUALITY STANDARDS INSPECTION

This inspection is conducted yearly approximately 120 days prior to the anniversary date of your move-in. During this inspection overall, general housekeeping will be inspected. If your housekeeping habits fail to meet the Housing Authority standards, you may be in jeopardy of losing your Housing Assistance and you will be required to attend the housekeeping workshop.

## WHO IS REQUIRED TO ATTEND THE GENERAL HOUSEKEEPING WORKSHOP?

The housekeeping/maintenance workshop is mandatory for families who have failed inspections because of tenant-caused damage, families who have a history of failed inspections and families who may have passed inspections, but who have poor housekeeping habits.

### **Helpful Hint**

*Avoid Clutter - This will help keep cleaning down to a minimum.*

*Pick up as you go. Do not allow things to pile up.*

*Get other family members in the habit of picking up after themselves.*

## **Vacuuming**

A carpet that's vacuumed frequently won't develop dirty traffic paths that need shampooing as quickly as one that is seldom vacuumed.

You can't vacuum well if the bag is full; check the vacuum cleaner bag often. If the bag must be emptied, you can prevent dust clouds from polluting your home if you empty the vacuum cleaner into a large plastic bag.

If you have a pet and the resulting problems with fleas in your carpets, your vacuum cleaner is your best ally in the battle against these pests. Always vacuum thoroughly after applying flea powder. Some people toss a few mothballs into the vacuum cleaner bag to kill the bugs that get evicted from their homes in the carpet.

### **Cleaning "Recipes"**

**Floor wax** – You may use two tablespoons furniture polish and one-half cup vinegar added to a bucket of warm water. This should be used on linoleum floors only.

**Window cleaner** – You can inexpensively make your own with a vinegar and water (half & half) solution.

**Glass cleaning solution** – Mix two cups water with one cup isopropyl rubbing alcohol (70 percent) and one tablespoon ammonia. Pour into a clean spray bottle. Be sure to label the bottle. This solution works great on any mirror in the house.

**All-purpose cleaner** – In an empty spray bottle add two tablespoons of vinegar or two tablespoons of sudsy ammonia and fill the rest of the bottle with water. Be sure to label the bottle clearly as homemade cleaner so it doesn't get used for other purposes.

### **Items to keep on hand:**

- Sponges
- Paper towels
- Newspapers
- Baking soda
- Vinegar
- Ammonia
- Spray bottles
- 9-volt batteries

### *Helpful Hint*

***Remember to always label the spray bottles.***

## **BATHROOM**

Keep the bathrooms clean

Clean the sink after each use

Clean the bathtub after each use

Keep the toilet clean. Use any non-abrasive cleaner

Clean and remove any mold/mildew in or around the tub/shower

Put bleach into the toilet as a disinfectant. Let bleach soak a few minutes before scrubbing

**NEVER USE BLEACH WITH TOILET BOWL CLEANERS!**

Wash the outside of the bowl too. Wash both sides of the toilet seat. Remove any urine stains. This will help in reducing the smell.

Place a decorative deodorant to make the bathroom smell fresh

Don't pile dirty or damp towels up in the bathroom. They may mildew and start to smell.

Cleaning the bathroom is a terrible chore to most people, but remember that it is the smallest room of the house and less to clean.

#### Cleaning Tiles and Bathroom Fixtures

Get a bunch of paper towels and a spray bottle of commercial window cleaner or you can use the homemade one given on the "Recipes" page.

Clean from the top down, changing the paper towels as you go and saving all the wet ones to do the floor. Do mirrors, sink area, wall tiles, the outside and rim of the bathtub, toilet tank and seat, and finally the floor. (Most plastic and painted wood toilet seats and many wall paints can be cleaned with liquid window cleaner. Test an inconspicuous place first to make sure).

Wash the floor with the used towels and more sprays of cleaner, wiping it with dry towels as you back out of the room to avoid putting footprints on the wet floor. It helps if you get dust and hairs off the floor first.

To clean the tub and/or shower start from the top to bottom one wall at a time. You can use a commercial cleaner or a homemade one. You can make your own ceramic-tile cleaner from common household ingredients. Mix one-fourth cup baking soda, one-half cup white vinegar, and one cup ammonia in a bucket.

Add one gallon of warm water and stir until the baking soda dissolves. Apply with a sponge or scrub brush. You'll need to mix a fresh batch for each cleaning, because this is not a "keeper".

**CAUTION: Wear rubber gloves, because this is very harsh to your skin.**

A variation of the cleaner above, which can be used for serious scrubbing or heavy-duty grout cleaning, is the following paste made from three cups baking soda and one cup

warm water. In a medium-size bowl, mix to a smooth paste and then scrub it into the grout with a damp sponge or toothbrush. Rinse thoroughly afterward. Always mix a fresh batch for each cleaning.

Another quick way to clean tiles and shower doors is to spray the tiles or glass shower doors with any brand of pre-wash spray. Wait a few minutes, then rub the scum away with a damp sponge. (If you use a petroleum based or oil-based pre-wash spray, be sure to rinse or wash out the bottom of the tub or shower stall carefully, as it can be slippery).

Rinse the area well and dry with a towel.

If toothpaste gets left on or in the sink, use a wet sponge or towel and use the toothpaste to clean the sink and fixtures.

Tile grout and caulking may get mold and mildew between the tiles. Use an old toothbrush or nail brush dipped in laundry bleach or a powdered cleanser to scrub and rinse thoroughly. **Do not use more than one type of cleaner. Use caution. Mixing can be hazardous.**

#### *Helpful Hint*

*Read labels before buying products*

*Make sure it's appropriate to the type of cleaning you want to do*

*Many cleaning products are poisonous or flammable or both*

*Store them away from kitchen ranges, radiators, or furnaces*

*ALWAYS store cleaning products out of the reach of small children*

*Never store products under the kitchen sink if you have children or pets*

#### Toilet Bowl and Toilet Seat

Clean the toilet bowl and toilet seat on a regular basis. If you neglect to clean the toilet seat it eventually becomes too dirty and is next to impossible to clean. It may be easier to just replace the toilet seat with a new one and start over. If you replace the toilet seat for this reason, be sure to keep it clean to avoid replacement again.

**CAUTION:** Wear rubber gloves. Some solutions are harsh on the hands and can create fumes. Be sure to keep the room well ventilated. **DO NOT MIX** bleach and cleaners together.

Rust stains under a toilet bowl rim will sometimes clean up with bleach. Whatever cleanser you use be sure to wear gloves to protect your hands. The best way is to get a good commercial remover made especially for porcelain. Be sure to read the instructions carefully.

Cola that has gone flat can be poured into the toilet bowl. If left to soak for an hour, the drink will clean the bowl.

A quick way to remove a lot of stains in the toilet is to drop in several denture cleaner tablets. Let them foam and bubble, scrub and brush, and flush away.

**CAUTION:** Chemical toilet bowl cleaners, commercial or homemade, should never be used to clean the bathtub or sink, because the chemicals will scratch and ruin their finishes.

#### Shower and/or Bathtub

If the tub gets a ring after use you can eliminate this by adding bath crystals or bubble bath soap to the water. If you don't use or have these handy use a cupful of mild liquid dish-washing detergent to the bathwater. Use caution if you have allergies and this is not preferable for small children.

Rub away ring-around-the-tub with an old nylon stocking rolled into a ball. Old pantyhose will become a non-scratch scrub pad for cleaning the sink and tub. A nylon-net ball or pad will rub away rings without the aid of any cleaner.

If you have a stubborn bathtub ring, try covering it with a paste of cream of tartar and hydrogen peroxide. When the paste dries, wipe it off along with the ring.

To clean rubber or vinyl bathtub mats toss them in the washer with bath towels. The terry cloth scrubs the mat, and they all come out clean.

A quick way to clean the bathtub mat is to spray it with a foam spray bathroom cleaner, let it soak a few minutes, scrub, and rinse with very hot water.

The easiest way to prevent a large job is to have anyone who uses the shower to wipe down the walls and doors before they get out. This will help prevent large vigorous jobs.

When the walls need a thorough cleaning, run the water at its hottest temperature so the steam will loosen the dirt before you start to scrub on it.

#### ***CAUTION: DO NOT STAY IN THE TUB TO DO THIS***

For a quick clean use a sponge mop dipped into a mixture of one-half cup vinegar, one cup ammonia, and one-quart cup baking soda in one gallon of warm water. After cleaning, rinse with clear water.

To get mineral deposits off a showerhead, remove, it take it apart, and soak in vinegar. Then brush deposits loose with an old toothbrush. Clean the holes by poking them with a wire, toothpick, or pick.

If the showerhead cannot be removed, take a plastic sandwich bag, fill it with vinegar, wrap it around the showerhead, and attach it tightly with a thick rubber band. Let it sit overnight. Proceed with cleaning.

Lemon oil furniture polish will remove water spots on metal frames around shower doors and enclosures.

Glass shower doors should be cleaned weekly. Use a sponge dipped in white vinegar. This is a good tip; regular cleaning of any part of the bathroom will help you avoid using strong chemical products and save lots of energy.

You can wash plastic shower curtains by putting them in the washer with one-half cup detergent and one-half cup baking soda, along with two large bath towels. You can get the wrinkles out by softening them at the same time by tossing them in the dryer with the towels for **A FEW MINUTES**. Remember, these are plastic and can melt if left in the dryer too long.

#### Mirrors

Use lint-free cloths, newspapers, paper towels, or an old stocking for wiping the mirrors. Use rubbing alcohol or vinegar to get a clean shine. Bathroom mirrors won't steam up if you run an inch of water in the bathtub before you add the hot water.

Glass cleaning solution: Mix two cups water with one cup isopropyl rubbing alcohol (70%), and one tablespoon ammonia. Pour into a clean pump spray bottle. Be sure to label the bottle. This solution works great on any mirror in the house.

#### Windows

Keep windows clean

Wash them inside and out as often as they get dirty

Use: One tablespoon vinegar in one quart warm water or one tablespoon ammonia in one quart warm water

#### Walls

Walls get dirty quickly

Wash the walls as they get dirty

Use: Warm water and a non-abrasive cleaner. Ammonia cuts grease well

#### Floors

Keep floors clean. Wipe up spills immediately.

Sweep floors at least once a day, every time they get dirty. Crumbs attract bugs and flies.

Wash floors with warm water and a non-abrasive cleaner.

Use a mop or sponge.

As soon as the water gets dirty, empty it and fix another pail of water.

#### Waxing Floors

Wax on floors makes them easier to keep clean.

Wax protects tile from wear.

Before waxing a floor, clean it and let it dry.

Spread wax in a thin layer so it won't be sticky or slippery.

#### *Helpful Hint*

*Eat only in the kitchen so crumbs  
and spills don't get on other floors.*

### Care of Vinyl Floors

When floors are only slightly soiled, just sweep or vacuum, then damp-mop with a clean sponge and warm water, pressing hard enough to loosen surface dirt.

When you wet-mop, attack small areas at a time, and be sure to rinse the mop frequently in a bucket of clean water; otherwise you are just smearing dirt around the floor instead of cleaning it. Change the water when it's dirty, which may be several times for a large room.

Really dirty floors need to be washed with a no-rinse cleaner or a general purpose liquid detergent. Flooring manufactures warn against washing with soap, dish-washing liquid, or gritty powders and cleaners.

**Remember:** When you scrub asphalt floors with water, wring out the cloth or sponge well, and avoid soaking the floor with excess water. Excess water can seep into the seams and loosen adhesives that hold the flooring. We want to destroy dirt, not our décor.

Always follow the directions on the no-rinse cleaners. For most of them, you apply the sponge mop and just wipe them up.

When using the detergents recommended for your type of floor, prepare the bucket of detergent and water according to label instructions. Use two buckets: one for detergent solution and one for your rinse water.

Scrub the floor as follows:

Dip the sponge mop into the bucket.

Don't squeeze or wring the mop out before you spread the cleaning solution over a small area.

Wait for a minute for the detergent action to loosen the dirt. The detergent is supposed to work for you, not for your detergent.

Scrub the area with the mop, then wipe up the liquid.

Rinse well, being sure not to leave any detergent on the floor. Be sure to change rinse water often.

Always rinse floors with clean water, even when the directions for the floor cleaner say you don't have to.

When your floor dries after rinsing and still has a dull film, try mopping again with a solution of one cup of white vinegar to a bucket of water.

Before you put a new coat of wax on your linoleum or tile floors, you'll need to remove the old wax to get good results for your efforts. If you mop with a solution of three parts of water to one part rubbing alcohol, the floor will be clean and ready for a new wax.

If you don't have a commercial wax you can "wax" a floor with a solution of two tablespoons furniture polish and one-half cup vinegar added to a bucket of warm water.

## KITCHENS

### Refrigerator and Freezer Care

**CAUTION:** *Be sure you unplug the refrigerator before doing any major cleaning.*

Wash the inside of the refrigerator, shelves, sides, bottom and freezer. Use one teaspoon of baking soda in a quart of warm water. This mixture cleans and sweetens. Warm soapy water can be used, but must be rinsed off well.

Keep an open box of baking soda in the refrigerator and freezer compartments. This will help absorb odors.

Always cover food when putting it in the refrigerator.

Use leftovers promptly or discard as soon as possible.

Clean out the vegetable crisper weekly. Throw out old vegetables and fruit. The best time to clean the inside is the day before trash is to be picked up and/or before you go grocery shopping.

Clean up spills as they happen.

Wipe outside of refrigerator with warm soapy water.

Pull the refrigerator/freezer out from the wall at least three or four times a year so that you can scrub the floor and vacuum the condenser coils at the back and bottom of the appliance.

Defrost refrigerators or freezer compartments when frost build-up is about one-fourth of an inch thick. Cooling efficiency decreases when frost build-up is greater than a quarter of an inch, and energy use increases because the engine runs more.

**CAUTION:** *Never poke at ice with an ice pick, because you could puncture the coils.*

Prevent frost build-up by not overloading refrigerators and by opening the door as seldom as possible, especially in hot weather.

### Cleaning Kitchen Ranges

**DO NOT** use harsh abrasive powders. This will scratch the finish. When the enamel is scratched, it is harder to keep clean.

Clean the oven after each use. If you have a spill, clean it up as soon as possible. This will make the cleaning job easier. Ammonia in hot water works really well.

Clean the top with hot soapy water when you finish cooking. **DON'T** let the grease build up. This makes for a messy clean-up job and is a **FIRE HAZARD**.



Line the burner area with foil paper. Change the paper every other week. This makes the clean up go faster.

### CONTINUOUS–CLEANING AND SELF-CLEANING OVENS

If you are unsure how to operate the cleaning feature, ASK you owner or property manager. Many people are confused by the difference between continuous-cleaning and self-cleaning ovens.

A **self-cleaning** oven provides for the removal of soil during a separate high-heat cycle. This means you have to set the cycle for cleaning when needed.

A **continuous-cleaning** oven gradually reduces oven soil on a specially treated surface to a “presentable” clean condition during normal baking or broiling operations.

**NEVER** use any kind of cleaning aid in a continuous-cleaning or self-cleaning oven. The finish will be removed. Once that happens the oven will no longer clean itself. Do all wiping up with ordinary detergent and water or window cleaner.

In self-cleaning ovens, use a plain water-dampened sponge or paper towel to wipe up the ash that remains in the bottom after the cleaning process has finished.

Oven racks are better taken out of the oven for cleaning. Clean them with an oven cleaner or ammonia.

**CAUTION:** ALWAYS turn on the vent and/or open a window to protect yourself from fumes and ALWAYS keep children and pets away from such cleaning projects.

### ***Helpful Hint***

*Keep the kitchen clean!*

*After every meal:*

*Cover leftover food and put it in the refrigerator so it won't spoil, attract flies, ants or cockroaches*

*Clear the table, scrape the plates, and stack dirty dishes.*

*Wrap garbage in paper and put it in the garbage can.*

*Wash dishes in hot sudsy water. Rinse the dishes in scalding hot water.*

*Clean the sink and countertops.*

**CLEAN AS YOU GO!**

### Cupboards

Wash cupboards as soon as they are soiled.

Teach your children to take hold of door knobs instead of making finger marks on the doors.

Wash off finger marks.

Put bug powder or roach hotels in corners of cabinets.

Line your shelves with shelf paper, this makes clean-up easier

### Counter Top

Wipe off all food and spills immediately

Don't leave food or crumbs because this invites roaches

### Kitchen Sink

Depending on the type of finish (porcelain or stainless steel) be sure of the appropriate type of cleanser. It is always safe to use a non-abrasive type cleanser.

### Dishwasher

Dishwasher stains inside the unit can be removed by wetting the stains and sprinkling instant powdered orange breakfast drink or powdered lemon drink on them. The citric acid removes the stain. Let it stand for at least one hour. Wipe a bit off to see if the stain has disappeared. If it has, load the dishwasher; add dishwasher detergent, and let it run through the cycle.

An easy way to clean the entire dishwasher, if it looks generally grungy, is to put citric acid powdered orange or lemon drink in the detergent cup and let the washer run through its normal cycle.

### Garbage Disposal

**ALWAYS** run lots of COLD water while using it and for a few seconds after use. This is the most important instruction for using a disposal. If you don't run enough water when using your disposal, food waste will back up into the disposal and damage the unit, not to mention clog the plumbing.

### **Garbage Disposal Odor**

Sometimes odors occur. Fill an ice tray with water with one-half cup of white vinegar added; freeze. Mark the tray not to use for drinks. Put the vinegar ice cubes down the garbage disposal about once a week. They will freshen and clean the disposal and clean off the blades as well.

**CAUTION:** Be sure your disposal is of a good, sturdy quality if you do this. The less expensive brands may not have the capability of chopping up the ice cubes.

You can also grind orange and lemon rinds to get rid of odors.

**NEVER** use hot water while using the disposal, just cold water and plenty of it so that you'll flush waste all the way down and prevent odors from coming back to haunt your kitchen.

**NEVER:** put your hand or any non-grindable object down the disposal while it is running. Keep a cover on it at all times until ready to use.

## INTERIOR MAINTENANCE

### Walls

Dust the walls before washing and wash from the bottom up so that drips won't make their mark. Clean small areas at a time, then rinse and dry, before moving to another area.

Wash most painted surfaces with soap or mild detergent and water, or mild commercial household cleaners.

You can soften soap waters and rinse waters by adding one tablespoon of borax or a commercial water softener per quart of water.

### Wood Paneling & Woodwork

To clean you can use furniture polish and a dust rag. Start at the top left corner and work your way down. Move from top to bottom in overlapping sections. If it starts looking dull and the shine gone, use something like Pledge's Wood Rich or Olde English Oil. (These both come in liquid form).

### Draperies and Blinds

Check the tags on any and all draperies for cleaning instructions. If the tag says "dry cleaning" **DO NOT** wash the draperies.

If the drapes are dusty you can toss most drapes or curtains into the dryer for a few minutes on low setting to remove dust.

An aerosol spray made for cleaning crystal chandeliers will clean painted metal blinds. With blinds in a semi-closed position, spray and then wipe off the dirt droplets with paper towels or towel rags. Liquid window cleaner and our homemade cleaner will also work, but you'll have to totally wipe each slap instead of just wiping droplets.

If you have metal or vinyl mini blinds, the easiest way to clean them is to remove them. Wash with a sponge and liquid soap or detergent. Wash them in the bathtub or on the driveway. Be sure to rinse them off thoroughly and let them dry completely before hanging them back up.

### Carpet Stains

Clean all spills immediately. Set stains will be difficult to remove, especially those from pet urine and beverages that contain sugar. Mysterious returning spots: A mysterious stain that keeps reappearing could be from an oily substance that was not totally removed or cleaned well. It could also be coming up from the foam or back of the carpet. Sometimes products used to clean the carpet can be at fault if they leave a sticky film that attracts dirt and lint.

### Cobwebs and Other Fuzzy

Frequently vacuum moldings, air-conditioning/heating vents, and corners of walls to get rid of fuzzy dust and any cobwebs that may be on the ceiling. If your vacuum extensions aren't long enough, you may be able to reach corners with a broom, mop, or fishing pole covered by an old pillowcase, T-shirt, or nylon net.

### Ceiling Fans

Ceiling fans collect dust on the blades. This can cause health problems for you or anyone in your family with allergies or asthma. The fan blades can be cleaned with either furniture polish or a half and half mixture of vinegar and water.

### Windows, Window Sills & Tracks

Windows can inexpensively be cleaned with a vinegar and water (half & half) solution. Newspaper also helps to prevent streaks.

Dust and dirt accumulates in the window tracks, which may cause difficulty in opening and closing windows. Use an old toothbrush (one kept for only cleaning purposes) to brush the track to loosen dirt. Most of the dirt can be removed with a vacuum and then the track can be wiped clean with a vinegar and water solution.

If you have sliding windows and they become difficult to open and close, lubricate the tracks with WD40 or 3-in-1 oil. If you have tried this and the windows are still difficult to open and close, notify your owner or property manager and advise them of the problem. NEVER force the window to open or close as you may cause the glass to break and may cause injury to yourself or others.

## EXTERIOR MAINTENANCE

### Driveways and Garage Floors

Cars will often leak oil. If you find oil stains try to clean them up as soon as possible. If you park your car in the same spot all the time you may want to put a piece of old carpet or linoleum under the car. You can purchase oil degreasers at most auto part stores, K-Mart, Wal-Mart, Target, and some grocery stores. If you clean up the spot right away, the less likely the stain will set in. Another method is to pour Coca-Cola over the spot and place cat litter on top of the soda and grind your feet.

### Yard Care

Who is responsible for yard care? Check your lease carefully. It probably states that **YOU ARE!** Keep your yards mowed and weeded. If the yard is unkept you could be in violation of your lease and there is an ordinance for "Nuisance".

### No Pets means "PETS ARE NOT ALLOWED"

Read your lease agreement. Pets are not allowed without written prior approval from your landlord. You may be required to provide a PET DEPOSIT. **DO NOT** bring your pet into your unit and ask permission later. You may be in VIOLATION of your lease.

### Keeping Pests Away

Put left over food away right after every meal. Food on tables and crumbs on floors attract bugs.

Keep screens on doors and windows to keep flies out.

Wrap garbage in paper.

Keep lids closed on garbage cans. It is required by Solano Garbage Company that the lids on the garbage bins they provide be able to close. If the household garbage is not disposed of in this manner, it may not be picked up.

Place tree trimmings, lawn clippings, and recyclables in their proper receptacles.

Wash garbage cans regularly. Dirty cans attract bugs.

Spray around the garbage can with an insecticide.

Store sprays out of the reach of children.

Put trash outside at night. Place in the trash bin, not on the ground.

### Rodent Abatement

The Environmental Health Services Division of Solano County recommends the following:

The Key elements of rodent control are:

Removal of food and water, (2) Elimination of harborage, (3) Rodent-proofing of buildings, (4) Destruction of rats. In controlling rats, it is essential to realize that trapping and poisoning are only supplements to environmental modification and will not have any lasting effect if the environment remains suitable for rodent populations. If poison bait is desired, it may be purchased at some hardware stores, some retail food stores and the County Agricultural Commissioner's Office. It is important to note that a properly labeled, tamperproof bait box should be used if poison is set out where animals or children may come in contact with the poison (contact the Agricultural Commissioner's Office, 421-7465, for details on proper labeling).

The major rodent pest in Solano County is **Rattus rattus**, generally known as the roof rat. The roof rat usually live in close association with man and tends to stay above ground within a home range 100 to 200 feet in diameter. Established residential neighborhoods with dense growths of ivy, fruit, nut or palm trees provide an ideal place to live. Roof rats are excellent climbers, jumpers, and swimmers, and may enter buildings through openings as small as ½ inch wide. Preferred foods include, fruit, nuts, vegetables, pet food, cereal grains, ivy shoots, snails, and berries.

It is important to keep your yard including trees, ivy, palm trees, and dense growing plants and vines, and other areas trimmed back as this is an ideal place for rats to hide.

### Recycling

For those of you living in a single family home, recycling is scheduled for the same day as garbage pick up. This is a great way to avoid clutter and the accumulation of unnecessary items. When you are done with newspapers be sure to place them in the orange plastic tub provided by Solano Garbage. Other items such as plastic, aluminum and cardboard can be placed in the orange container as well. If you are collecting plastic or aluminum cans, keep them in either garbage cans or plastic bags. Be sure to keep them in one area and not spread out through the garage or backyard.

## Condition of Unit/Tenant Responsibilities

Indicator		Poor Assess 3 points for each	Average Assess 1 point for each	Good 0 points	Points
<b>Kitchen</b>					
Sink	Dishes, cookware in sink for more than 24 hours. Mold present.		Dishes in sink less than 24 hours	Sink clean	
Stove	Grease, burnt food build-up. Possible interference with proper operation.		Some burnt food around burner rings	Clean stove	
Oven	Grease, burnt food build-up. Possible interference with proper operation.		Moderate amount of buildup	Clean	
Refrigerator	Excessive mold. Rancid odor. Roach infestation.		Some mold around gasket	Clean	
Counter	Clutter, evidence of mold, roach or rodent infestations		Cluttered	Organized	
Floor	Food on floor. Evidence of roach or rodent infestation. Excessive dirt.		Moderate amount of dirt on floor	Clean	
Refuse	Attracting vermin. Improperly stored. Spilling out. Excessive amount.		Late in transporting to disposal area	None visible	
Subtotal					
<b>Bathroom</b>					
Walls	Mold, excessive soap residue. Excessive amount of grease/dirt		Some Dirt	Clean	
Floor	More than 50% of the area covered with clothes. Mold growing		Can be cleaned in about an hour	Clean	
Tub/Shower	Excessive soap scum/mold/mildew. Mold deteriorating plaster.		Needs routine cleaning	Clean	
Toilet	Severe build-up of grime. Evidence of human waste present on exterior.		Needs routine cleaning	Clean	
Sink	Excessive build-up of grime.		Needs routine cleaning	Clean	
Subtotal					
<b>Bedrooms</b>					
Floor	More than 50% of floor covered with clothes. Evidence of food.		Can be cleaned in about an hour	Clean	
Closets	One-third filled with debris. Unable to properly close doors.		Needs routine cleaning	Clean	
Beds	Lack bedclothes. Evidence of sleeping on bare mattress. Spoiled food.		Beds unmade, bedclothes need washing	Clean	
Subtotal					
<b>Living/Other Rooms</b>					
Floors	More than 50% of floor covered with clothes. Evidence of spoiled food.		Can be cleaned in about an hour	Clean	
Furniture	Covered with debris. Evidence of spoiled food.		Can be cleaned in about an hour	Clean	
General	Evidence of roach/rodent infestation.		Evidence of slight infestation	Clean	
Subtotal					

**Instructions:** Give 3 points for poor, 1 point for average, 0 for good  
 Units with more than 24 points are determined to be unsanitary,  
 Provided that not more than 10 points are from the "Average" column.

**T otal**

## Mold and Mildew Fact Sheet

### Growth Of Mold & Mildew

Mold and mildew are fungi. There are more than 64,000 types of such fungus, and over 90% of them have airborne spores. Spores are always present, and during peaks in mold growth there can be as many as 3,000 to 5,000 spores per cubic meter of air we breathe.

Spores collect in materials and multiply by the millions when conditions are right for their growth. Fungi can feed on everything from jet fuel to soap, skin oils and plastic sheeting. Virtually any organic material is food for at least one or more types of fungus spores.

Fungi consist of cells with rigid walls. These walls make it difficult for the fungi to obtain food by the methods used by other organisms. To survive and grow, the fungi secrete enzymes onto a food source immediately outside the cell. These enzymes digest the food, which converts the nutrients to a liquefied form. The liquid is easily reabsorbed into the cell through microspores in the rigid wall, and the dissolved nutrients support the growth of the fungi.

The colorful stains often seen on wall coverings in buildings are the product of fungal enzymes, which break down pigments in the material. Stains spread on the face of the material as fungi grow behind the surface. Clusters of dark spots are colonies of fungi large enough to see with the unaided eye. Fungal growth produces the characteristic “**musty odor**” even before the colonies are large enough to attract visual attention.

Spores are present to some degree in all environments. **They can be reduced by surface cleaning and air filtration**, but not eliminated from materials or building cavities. Spores can be killed by fungicides and ozone, but the dead fungi in turn become food for other types of fungi. As a practical matter, spores are always present.

Temperature ideal for fungal growth is always available in buildings, since mold and mildew prefer the range of temperatures comfortable to humans. **Given adequate moisture and nutrients, mold and mildew can grow within hours, covering a wall with spots in less than a day.**

Removing moisture is, according to many experts, the most practical method of controlling fungal growth. Without adequate moisture, the cells cannot liquefy and absorb nutrients, no matter how many spores are present.

Keeping excess moisture out of materials or removing it if materials are already moist should be a primary focus in the prevention of mold and mildew.

### Causes And Remedies For Excess Moisture In Materials

Building and materials absorb enough moisture to support mold & mildew when:

Building materials get wet on the job site and are not sufficiently dried before the building is put into use.

Humid air from the weather enters the building structure, pulled through loose joints and air conditioning units by toilet exhaust systems.

Heating and Air Conditioning systems do not adequately dehumidify the make-up air, nor provide enough air to eliminate induced humid air infiltration.

The building envelope allows moisture to enter.

Given time, each of these problems can lead to mold and mildew. Two or more of these occur more quickly, and may be very costly and difficult to solve. By understanding how these problems originate, architects, engineers and owners can take steps to prevent them through design and construction practices.

#### Other Aspects Of Mold And Mildew

Mildew on bathroom tile and shower curtains

Bath and shower mold and mildew cannot be eliminated by removing airborne water vapor. There is usually ample water in tile grout and on shower curtains to support fungal growth. To minimize the problem, **carefully clean off the soap and body oil films that accumulate on bath and shower surfaces.**

Mildew-resistant grout compounds, and regular treatments of fungicides such as quaternary ammonium salts or ozone can reduce fungal growth when surfaces are kept clean of fungal nutrients, but these have limited effectiveness if soap and body oils remain in cracks and crevices.

Regardless of how drying is accomplished the result must be a dry structure. Keeping the area ventilated and materials dry is the only effective way to prevent the return of mold and mildew problems.



## What to do When You Move Out

***It is important to discuss your move  
with your Housing Specialist – before you move.***

It is the family's choice to move from one unit to another or to another jurisdiction outside the City of Fairfield. A Housing Choice Voucher will allow you to move and live where you wish.

If you were not a resident of the jurisdiction of the Fairfield Housing Authority (FHA) on your original application, then you must reside in this jurisdiction for 12 months.

If you desire to relocate you must contact your Housing Specialist first. We must process the necessary papers and contact the Authority where you wish to move.

You must comply with all our requirements when you vacate your current unit, which include providing your owner with a 30-day notice or mutual agreement in writing and a copy to FHA, paying your rent through the date you move, leaving your unit in good, clean condition, returning keys to the owner and notifying your worker on the day you move.

***FAILURE TO COMPLY MAY DELAY ASSISTANCE IN THE NEW UNIT.  
THE HOUSING AUTHORITY CAN DENY ASSISTANCE  
AT A NEW UNIT FOR NOT PAYING RENT  
OR LEAVING THE OLD UNIT IN POOR CONDITION.***

**When moving out,  
you are expected to leave the unit  
in the same or better condition  
as when you initially moved in.**

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## DMV Address Change Form

The Family Handbook

Fairfield Housing Authority

**DMV** **DMV CHANGE OF ADDRESS**  
A Family Service Agency | SACRAMENTO, CA 95833-2001

**A SEPARATE FORM IS NEEDED FOR EACH DRIVER OR VEHICLE OWNER**  
**NOTICE OF CHANGE OF ADDRESS**

Please Print Characters in Capital Letters Using Black or Dark Blue Ink only.

1 2 3 4 5 6 7 8 9 0 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

**INSTRUCTIONS:**

- Give the DMV this notice as soon as you move to the new address. In California, you must give the DMV this notice within 10 days of moving.
- Give a notice to the DMV if you move to a new address in a different county or state.
- Give a notice to the DMV if you move to a new address in a different city or town.
- Give a notice to the DMV if you move to a new address in a different zip code.
- Give a notice to the DMV if you move to a new address in a different country.

**PERSONAL INFORMATION**

NAME: \_\_\_\_\_ FIRST: \_\_\_\_\_ LAST: \_\_\_\_\_ MIDDLE: \_\_\_\_\_

**VEHICLE CHANGE OF ADDRESS**

We will change your vehicle address if you have moved and still live in the same county. If you have moved to another county or to a different state, you must complete a new vehicle registration card. DMV provides the form or call 1-800-345-4378.

**NEW OR CORRECT RESIDENCE ADDRESS**

STREET: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

**NEW OR CORRECT MAILING ADDRESS**

STREET: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

**VEHICLE INFORMATION**

VEHICLE: \_\_\_\_\_ MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_ YEAR: \_\_\_\_\_

**OLD ADDRESS**

STREET: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

**SIGNATURE**

\_\_\_\_\_  
DATE: \_\_\_\_\_

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## Portability of your Housing Choice Voucher Assistance

Your voucher allows portability, the right to move outside the City of Fairfield. You can move to any area of the United States that is serviced by a Housing Authority, which administers a Choice Voucher Program. There are some restrictions. Please talk to a caseworker.

### Reasons why you might want to use portability:

- ❖ To escape high poverty areas
- ❖ To relocate in an area which could provide
  - Better schools
  - A lower crime rate
  - Better public services
  - More shopping or other amenities
  - Higher levels of achievement in school

### Reasons why you might not want to use portability:

- ❖ Payment Standards may be lower
- ❖ Utility allowances may be lower
- ❖ Occupancy Standards to change your bedroom size
- ❖ Vouchers require that you will have to pay for any rent increases
- ❖ Wages and welfare grants may be lower in other areas

### Procedures you need to follow to use portability:

- 1) Discuss the advantages and disadvantages with your worker.
- 2) Complete the portability request form on the back page and return to your assigned caseworker.
- 3) Contact the Housing Authority in the area you want to live. Your worker can provide telephone numbers and addresses of other Housing Authorities. You must follow all the rules of the agency to which you are transferring.
- 4) You must locate a unit in the new area and provide that agency with a Request for Lease Approval **BEFORE YOUR VOUCHER EXPIRES.**
- 5) If we are currently assisting you, you must comply with all our requirements when you vacate your current unit, which include providing your owner with a 30-day notice in writing and a copy to FHA, paying your rent through the date you move, leaving your unit in good, clean condition, returning keys the owner and notifying your worker on the day you move. **FAILURE TO COMPLY MAY DELAY ASSISTANCE IN THE NEW UNIT OR COST YOUR VOUCHER.**

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## Community Referrals

### **Adult Services**

Area Agency on Aging	707-643-1797
Social Security and Medicare	800-772-1213
Solano Ombudsman	800-644-4194
Meals on Wheels	707-428-5582
In Home Support Services	707-784-8259
Independent Living Program	707-435-8174
Adult Protective Services	707 784-8259
Adult Abuse/Neglect Hotline	800-850-0012

### **Children Services**

Solano Family & Children Services	707-863-3950
Foster Care Licensing	707-421-7961
Adoptions	707-421-7961
Child Abuse or Neglect Hotline	800-544-8696

### **City of Fairfield**

Employment Hotline	707-428-7400
Police/Fire Emergency	911
Police non-emergency	707-428-7362
Fire non-emergency	707-428-7375

### **Counseling Services**

Youth and Family Services	707-428-7435
Community Action Council	707-427-1148
Mental Health Crisis Center	707-435-2140
Children's Protective Services	800-544-8696

### **Domestic Violence Services**

SafeQuest Solano	707-425-3422
Victim/Witness Unit of Solano County	
District Attorney's Office	707-421-6800

### **Education**

Fairfield-Suisun	
Adult Education	707-421-4155
Solano Community College	707-864-7000
Regional Occupational Program (ROP)	707-421-6525

### **Employment Assistance**

Solano Employment Connection (SEC)	707-864-3370
CA Employment Dev. Dept	707-863-3570
Workforce Investment Board	707-864-3386
Job Corps	916-394-0770
Goodwill Industries	707-864-5440
Napa-Solano Building and Trades Council	707-426-6454
Service Corps of Retired Executives (SCORE)	707-425-4625
Solano County Small Business Development Center	707 864-3382

### **Financial Counseling**

Consumer Credit Counselors of the East Bay	800-507-7283
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[www.cccsebay.org](http://www.cccsebay.org)

Vallejo Neighborhood Housing Services	707-552-4663
Credit Bureau Associates	707-429-3211
Pacific Community Services	800-914-6874
Unity Council Homeownership Center	510-535-6943

### **Housing Information and Services**

Fairfield Housing Authority	707-428-7392
Heather House Homeless Shelter	707-427-8566
Mission Solano Homeless Shelter	707-442-1011

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U.S. Dept of Housing  
& Urban Development (HUD) 1-800 955-2232  
California Apartment Association  
[www.caanet.org](http://www.caanet.org)

**Solano County**

Homeless Assistance 707- 738-7283

Community Action Council 707-427-1148

**Legal Assistance**

Legal Services of  
Northern California 707-643-0054

Fair Housing Complaints 800-400-2260

**Solano County**

Bar Association 707-422-0127

Employment Law Center 415-864-8848

Worker's Rights Clinics 415-864-8208

**Medical Services**

Primary Care Clinic 707-435-2010

NorthBay Medical Group 707-446-4000

AIDS Information 707-553-5557

Sexually Transmitted Diseases 707-553-5117

Alcoholics Anonymous 707-643-8214

Narcotics Anonymous 707-251-5982

Public Health Nursing 707-421-4154

Sexual Assault Hotline 707-644-7273

Dept of Rehabilitation 707 428-2080

**Nearby Housing Authorities**

Benicia Housing Authority 707-745-2071

Suisun City Housing Authority 707-421-7330

Vacaville Housing Authority 707-449-5675

Vallejo Housing Authority 707-648-4507

Napa Housing Authority 707-257-9543

**Referrals or Help Links****First Call for Help**

English 800-273-6222

Spanish 415-808-4444

Centro de Servicios Latinos 707-449-8014

Food Bank of  
Solano County 707-421-9777

National Crisis Hotline 800-784-2433

Solano County

SMART Team 800-547-0495

Youth Crisis Hotline 800-448-4663

**State of California**

Department of Motor Vehicles 800-777-0133

Unemployment Insurance

English 800-300-5616

Spanish 800-326-8937

Vietnamese 800-547-2058

Veterans Affairs 800-952-5626

**Solano County**

Welfare/TANF Cash Aid 707-421-4782

General Assistance 707-421-4785

Food Stamps 707-421-7484

Medi-Cal 707-421-4783

Fraud Complaints 707-421-6447

**Utility Assistance**

Salvation Army

REACH Program 707-426-6244

Home Energy Assistance

Program (HEAP) 800-433-4327

California Alternative Rates  
for Energy (CARE) 800-743-5000

SBC Universal Lifeline 800-310-2355

**Notes:**


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## Important Fairfield Telephone Numbers

### **POLICE AND FIRE EMERGENCY NUMBER 911**

Emergency number for your cell phone .....707-428-7373  
Non-Emergency Police Calls.....707-428-7300

#### Fairfield Housing Authority

Office .....707-428-7392  
Fax .....707-425-0512

Assistant Director, Eve Somjen.....707-428-7385

Housing Operations Supervisor, Donna Walker.....707-428-7391

Lead Housing Specialist, Melanie Boulay.....707-428-7390

Housing Specialist II, Emma Harris-Hair.....707-428-7577

Housing Specialist II, Angelica Rosario.....707-429-6287

FSS Coordinator .....707-428-7392

Homeownership Coordinator.....707-428-7390

Housing Inspector, Jo Ann Kernick .....707-428-7537

Management Analyst, Lee Ann Evans .....707-428-7438

Office Specialist, Sandie Valentine.....707-428-7434

Office Specialist, Bernadette Hone.....707-429-6290

Office Specialist, Adriana Magallon .....707/429-6290

Pacific Gas & Electric .....800-743-5000

Water Department .....707-428-7502

Solano County Sheriff's Department .....707 421-7000

#### Notes:

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