



Clarion County Housing and Redevelopment Authority

8 West Main Street, Clarion, PA 16214

Voice/TTY: (814) 226-8910

Fax: (814) 226-6039

Email: ccha@clarionhousing.com

Website: clarionhousing.com

RESIDENT HANDBOOK

The Clarion County Housing Authority welcomes you to your new home.

This Resident Handbook has been prepared to help answer questions and explain your rights and responsibilities. It is important that you read it carefully. Also, please visit our website at, www.clarionhousing.com, for more information about CCHRA.

Your Lease Agreement is also important. It is the legal contract between the resident and the Housing Authority. If you have any questions about any part of your Lease Agreement or this Resident Handbook please consult Management.

You can contact our office at: 814-226-8910 OR CCHRA@clarionhousing.com

SECURITY DEPOSITS REQUIRED AT TIME OF MOVE-IN:

CHERRY RUN ESTATES	\$375.00
HILLSIDE APARTMENTS	\$350.00
PENN COURT APARTMENTS	\$25 (minimum) based on income
EDENBURG COURT & MEDARDO ESTATES	\$25 (minimum) based on income



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NOTICE OF RIGHT TO REASONABLE ACCOMMODATION

If you have a disability, and as a result of your disability, you need:

- A change in the rules or policies to give you an equal opportunity to use the facilities or participate in a housing assistance program
- A change in the way we communicate with you or give you information, or
- A repair or change to some part of the property or your apartment,

You may ask for this kind of change, which is called a reasonable accommodation.

If you can show that you have a disability, and if your request is reasonable (does not pose “an undue financial or administrative burden”), we will try to grant your request.

We will give you an answer within twenty (20) working days, unless there is a problem getting the information we need, or unless you agree to a longer time. We will let you know if we need more information or verification from you, or if we would like to talk to you about other ways to meet your needs.

If we turn down your request, we will explain the reasons, and you can give us more information if you think that will help.

If you need help filling out a *Reasonable Accommodation Request Form*, or if you want to give us your request in some other way, we can help you.

Attached is a *Reasonable Accommodation Request Form*. You can get additional forms at the Administrative Office of the Housing Authority, or from your Manager.

NOTE: All information you provide will be kept confidential and be used only to help you have an equal opportunity to participate in our housing assistance programs.

If you have any questions, contact Shannon Vasbinder, 504 Coordinator, at 814-226-8910, extension 107.

Applicant/Resident/Participant Signature

Date



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RULES AND REGULATIONS GOVERNING THE OCCUPANCY OF THE DWELLING UNIT

Residents are required to follow and abide by all of the Rules and Regulations prescribed by Management concerning the leased premises and any other portion of the property included in the complex.

OFFICE HOURS

The Clarion County Housing Authority business office is located at 8 West Main Street, Clarion PA, 16214 and is open from 8:30 am to 4:30 pm Monday through Friday. The office is closed on all federal holidays. There is a document drop box available at the front entrance for use when the office is closed. You must have an appointment to speak to a member of the Management staff unless it is an emergency. Appointments can be made by calling the CCHRA office at (814) 226-8910.

QUESTIONS

Can be directed to Management at extensions 109 or 111.

EMERGENCY Work Orders after business hours, weekends, Holidays

In the event of an afterhours emergency, Maintenance can be reached by dialing (814) 221-2074. If you do not immediately get an answer, be sure to leave your name, apartment number, property name, phone number and information regarding the type of emergency. We ask that you use this line after office hours **ONLY** in the event of an **Emergency**. Examples: plumbing, water, roof or natural gas leaks, electric power failure, hot water or blocked sewers, overflowing toilets (tenants should always try to plunge the toilets before calling Maintenance), failure of refrigerator, oven or range to operate, etc.

***The Emergency Number should only be used for Maintenance Emergencies. All other routine work orders should be given to the Housing Authority receptionist during normal business hours.**

MAINTENANCE REQUESTS

All Maintenance requests can be reported to the receptionist by calling (814) 226-8910, extension 100. This number is answered during normal business hours. All maintenance needs should be reported to the CCHRA office. Residents should not attempt to or employ anyone to make any repairs on any part of the unit including appliances, plumbing, electrical, etc. Damages caused by the carelessness or negligence of the resident or any member of the household or guest will be the responsibility of the resident to pay for damages, repairs or replacement. All work order charges must be paid within 30 days, or a payment agreement must be signed. Failure to do so could result in an eviction notice being served.

Light bulbs

It is the resident's responsibility to change light bulbs. If management has to change the bulbs in appliances or sockets to prepare for an inspection, the resident will be charged for materials and labor costs. Light bulbs should not exceed 60 watts.

Toilets

In the event of clogged or overflowing toilets the resident should always attempt to use a plunger before calling maintenance. No items should be placed inside of the toilet tanks such as deodorizers, feminine



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products, etc. These items can cause the toilet to be clogged and the Tenant will be charged a maintenance labor charge to unclog the toilet.

Plumbing and Hazards

The Tenant will be held strictly responsible for any loss or damage to any dwelling resulting from overflow from toilets, sinks, bathtub, or basins in his or her dwelling if the damages are caused by tenant neglect or misuse of the plumbing system. The Tenant is required to report any accident or damage to water pipes, toilets, drains or fixtures, electric wires or fixtures, or any other property of the CCHRA.

Hot Water Tank

At no time should Residents remove the panel from the hot water tank. Any adjustments to the hot water tank must be performed by CCHRA Maintenance.

Electric Panel Box

Your apartment has its own electrical panel box. The panel controls the electrical service in your apartment. Too many electrical appliances plugged into an outlet could cause an electrical issue or a fire.

*DO NOT block electrical panel box.

WHAT YOU MAY EXPECT FROM THE AUTHORITY

The CCHRA will continuously provide a decent, safe and sanitary unit.

All necessary repairs and improvements will be made as needed and/or reported.

We will address any changes to your lease agreement or issues/concerns regarding the property.

WHAT THE AUTHORITY EXPECTS OF YOU

To read and accept the responsibilities agreed to in your Lease.

To pay your rent timely each month.

To keep your apartment and immediate surroundings neat and clean.

To use your apartment as a residence only for you and only those approved to be on your lease.

To use equipment and utilities carefully to avoid extra charges being made to your account for repairs or services.

To report immediately any change in your monthly income or family composition.

Drive at a safe speed at properties and advise guests of speed limits.

CONTACT INFORMATION/COMPLAINTS

Please contact Management at (814) 226-8910 or email CCHRA@clarionhousing.com to discuss any problems you are having. If you have a complaint we must receive the complaint in writing and it must be signed. Complaints not made in writing or without a signature may not be addressed. If you need assistance with making a complaint, please advise management.

PAYING YOUR RENT

RENTAL PAYMENTS

You will not receive a statement indicating that rent is due. All rents are due and payable by the first of the month. All payments for damages done by the tenant or member of his or her household, guest or visitor must be paid within 30 days.



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The Rent is due to the CCHRA office by the FIRST OF THE MONTH, there will be no exceptions.

RENT AND OTHER PAYMENTS MUST BE PAID BY CHECK, MONEY ORDER OR THROUGH THE ONLINE PAYMENT PORTAL. THE CCHRA WILL NOT ACCEPT CASH PAYMENTS.

NSF CHECKS

The Housing Authority may collect a fee of \$30.00 anytime a check or online payment is not honored for payment.

HILLSIDE APTS., & CHERRY RUN ESTATES: The rent is due the 1st of the month. If the rent is not received by 4:30pm on the 10th day of the month it will be considered late. If the 10th of the month is on the weekend or a holiday, the rent must be paid prior to the weekend or holiday.

Rent being mailed must arrive on, or prior to, the due date to be considered timely. The postmark will not be considered. The rent is recorded the date it is received in the office. If it is received on the 11th or after, a **\$ 25.00 late charge** will be added to your account.

MEDARDO ESTATES, EDENBURG COURT & PENN COURT APARTMENTS: The rent is due the 1st of the month in accordance with the Lease Agreement. If the rent is not received by CCHRA on the 5th of the month, a late charge will be added in the amount of \$5.00. For each additional day, a \$ 1.00 late charge will be added to your account. At no time will the late charges exceed \$30.00 for any given calendar month.

NON-RENEWAL OF THE LEASE

Four (4) Late Payments of Rent per year could be reason for non-renewal of the Lease Agreement. It is the tenant's responsibility to see that the rent is paid on time. If the rent is not paid, action will be taken by the Housing Authority in accordance with its policies.

RENT EVICTIONS

A rent eviction will be issued immediately after the grace period has ended. The total amount due stated on the Eviction Notice must be paid in full for the Eviction Notice to be voided. This amount may also include work order amounts due and in some instances, magistrate fees.

HARDSHIP EXEMPTION

A household may be eligible to request a hardship exemption. When the household income has decreased due to a change in circumstances such as loss of employment, disability or death, the household may be exempt from rent payments either temporarily or permanently. A Hardship Exemption request must be made in writing. Households denied for a requested Hardship may appeal the determination by submitting a request for an appeal in writing within ten days of receipt of the determination letter.

ALL CHANGES MUST BE REPORTED IN WRITING OR BY EMAIL to
CCHA@clarionhousing.com .

Your rent is based on the income of the household, the number of household members, and expenses. Changes must be reported. Failure to report will be considered a breach of the lease and could be considered fraud. **ALL CHANGES SHOULD BE REPORTED AS SOON AS THEY OCCUR. FOR CHERRY**



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RUN ESTATES AND HILLSIDE APARTMENTS, CHANGES MUST BE REPORTED BY THE 20TH DAY OF THE MONTH to change the rent for the following month.

If any of the following changes occur the Tenant agrees to advise the Landlord immediately in writing or by email:

1. Any household member moves out of the unit.
2. Any anticipated additions to the household **before** they move in.
3. Any change of employment or start/stop of employment.
4. The household's income increases or decreases.

The Landlord will verify the information and make the appropriate rent reduction. If the decrease is expected to last less than one month, no change will be made.

If the Tenant does not advise the Landlord of these interim changes the Landlord may increase the Tenant's rent to the proper approved market rent for the complex. The Tenant may also be charged retroactive rents and your Lease may not be renewed. The Tenant may request to meet with Management to discuss how any change in income or other factors affecting his/her rent or assistance payment and explain how the rent is computed.

ABANDONMENT AND ABSENCE FROM UNIT

A tenant is considered to have abandoned the unit if any of the following is apparent:

- The tenant is away from the unit longer than two (2) consecutive weeks and has not notified management in writing;
- The tenant removes personal property from the leased premises;
- The tenant has disconnected the utilities and/or is not paying the utilities;
- The tenant has another address at another location and/or the mail is not being pick up daily;
- The tenant is not paying their rent; and
- The tenant fails to respond to notices.

If management confirms that any of the above has transpired, Management will consider the unit abandoned and has the right to "Self-Help Repossession of the Leased Premises".

The head of the household is required to inform management, in writing or by email, when they and all family members have plans to be absent from their unit longer than two (2) consecutive weeks. Failure to do so may result in the unit being considered abandoned.

ANNUAL RECERTIFICATIONS

Annually tenants are required to complete a re-certification. At the time of your re-certification you will be scheduled for an appointment to review your income and family composition. Any changes that may have occurred during the past year or that are anticipated during the coming year will be discussed and verified. **Failure to complete this process will result in termination of your lease.**

OCCUPANCY

Only the persons named on your Lease are permitted to occupy your unit. An adult person making reoccurring visits or one continuous visit of 14 days and nights in a 45-day period without prior written approval from management will be considered a household member and must complete the process to be added to the household. A guest/visitor is defined as a person in the leased unit with consent of a household



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member for a short period of time. Any guests staying longer than the maximum time allotted will be considered an unauthorized family member. If there is reason to believe a guest is staying beyond the normal guest period, management may request verification of alternative housing.

NO ROOMERS OR BOARDERS ARE PERMITTED WITHOUT CONSENT OF MANAGEMENT. NO PERSONS OTHER THAN THOSE LISTED ON THE LEASE AGREEMENT MAY USE THE ADDRESS OF THE APARTMENT. CCHRA MAINTAINS A BANNING LIST THAT IS SUPPLIED TO LOCAL LAW ENFORCEMENT REGULARLY. PERSONS ON THIS LIST ARE NOT PERMITTED ON ANY CCHRA PROPERTIES AND WILL BE ARRESTED FOR TRESPASSING. NO ONE ON THE BANNED LIST SHALL BE PERMITTED ON THE PROPERTY.

NO REGISTERED SEX OFFENDERS ARE PERMITTED ON ANY HOUSING AUTHORITY PROPERTIES.

INTERIOR AND EXTERIOR

The Tenant shall make no alterations, renovations or repairs to either the interior or the exterior of the premises or install any additional equipment. No nails, screws, hooks, etc. may be used on the exterior surfaces. Nothing should be secured to the exterior of the building. No items should be placed on the exterior doors of the units that would cause damage to the property. Any damage to the interior or exterior surfaces due will result in the tenant being charged accordingly for repairs or replacement. Television and radio antennas cannot be installed on the exterior surfaces of the buildings. Satellite dishes are not permitted. The tenant shall not change any locks on the unit or install any additional locks on the exterior of the unit.

PAINT

Each unit is painted with a special paint that can be purchased only through the Housing Authority. Paint is kept in stock at the Housing Authority office. Paint is applied by the Housing Authority on an as needed basis and as determined by management. At the time a unit requires painting, typical normal wear and tear results in 2 gallon of paint for a 1 bedroom unit, 4 gallon of paint for a 2 bedroom unit and 6 gallon of paint for a 3 bedroom unit. If more than one coat of paint is needed due to tenant damage, the tenant will be charged accordingly. No materials such as contact paper, wallpaper, paneling, carpeting, may be used on the walls or ceilings of the unit.

DECORATIONS AND HANGINGS

To hang pictures or any items on the interior walls you must use very small nails and/or hook-type picture hangers. No tape or adhesive backed hangers are permitted. Wall paper, contact paper, decals and stickers are not permitted. Mounted televisions are not permitted. The tenant shall make proper repairs of the walls, due to nail holes, etc., by spackling and sanding them prior to vacating the premises. Failure to make proper repairs will result in labor and materials to be deducted from the security deposit.

COMMON AREAS / COMMUNITY ROOMS

Residents shall not place any unwanted personal items in the common areas or community rooms such as furniture, exercise equipment, plants, etc. No items such as tables, chairs, decorations, etc. should be taken



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from the community room area. Residents wishing to use the community rooms for functions should contact the Housing Authority office at (814) 226-8910 to reserve the room.

FIRE SAFETY

The Tenant shall take every precaution to prevent fires. Tenants will not store flammable materials, toxic or hazardous chemicals that could be a fire hazard. NO motorcycles, dirt bikes or gas/flammable engines or equipment will be kept in the unit.

There is no smoking in the units or within 25 feet of the buildings. A Non-Smoking Policy is provided to all applicants and tenants.

Store all items safely. Empty waste and trash containers daily. Clean grease and spilled food daily from the cooking range and oven. Store cooking grease containers away from the range and any cooking area. Never wear flimsy clothing or plastic aprons when cooking. Keep curtains, towels, potholders, etc. away from the cooking range top. Never use combustible cleaning products or solvents indoors.

Always keep household equipment clean and in good repair. Worn and frayed electrical cords should be replaced immediately. Avoid overloading electric wiring circuits. Keep curtains, draperies, furniture, bedding, etc. away from the baseboard heaters. Please report any fires to the Fire Department by calling 911 and contact the Housing Authority office immediately at (814) 226-8910. Storage of kerosene, gasoline, or other flammable or explosive agents is strictly prohibited.

Use of your fire extinguisher must be reported to Management immediately. You are not permitted to move your fire extinguisher without approval from Management. ANY fire in your unit must be reported to management immediately.

Fire regulations prohibit residents from storing any items in the area where the hot water tank and furnace are located. Kerosene heaters are not permitted in the apartment.

The best way to stop a fire is to prevent it before it starts. You must keep your apartment neat, clean and free of hazardous materials.

SMOKE DETECTORS

All apartments are equipped with individual smoke detectors. Each smoke detector has a test button that can be depressed for a few seconds to sound an alarm. If after the test your smoke detector does not sound an alarm, notify the Management Office at (814) 226-8910. The smoke detector can be activated by smoke, steam, dust, etc.

Each smoke detector is installed for your safety. **Do not disconnect these units, remove the battery, or try to repair them yourself. Tampering with the smoke detectors is a Lease violation.** Residents can be held responsible should these units become damaged or inoperable. The tenant must notify the Housing Authority office when the batteries need to be replaced in the battery operated smoke detectors. The tenant must also notify CCHRA immediately with any problems with the smoke detector. All smoke detectors must be in working condition for any unit inspections that are conducted.



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RESIDENT INSURANCE

The Housing Authority strongly recommends that you contact an Insurance Agent to obtain Renter's Insurance or Household Goods and Liability Insurance or another similar policy. This is to cover your personal belongings against vandalism, fire, burglary, certain water damage, as well as personal liability. The Housing Authority Insurance does not cover your personal belongings.

APPLIANCES – PROPER CARE AND USE OF EQUIPMENT

All repairs to CCHRA appliances must be done by the Housing Authority maintenance department. When repairs are needed, please contact the CCHRA office to request a work order.

Each apartment is equipped with a refrigerator and stove. No portable dishwashers are permitted in the units. Additional appliances such as air conditioners and freezers are permitted. Charges may apply.

RANGE

For gas ranges, clean burners and grids with a damp cloth and mild detergent. A plastic scouring pad can be used but avoid gritty cleaners and steel-wool soap pads. Range tops should be wiped after each use and spilled food cleaned off immediately so as not to accumulate. Some range tops will lift up from the front for easy cleaning underneath.

For electric ranges, wipe electric surface coil when cool with a damp cloth. Do not use scouring pads at any time.

For the oven and oven racks, a spray-on cleaner can be used according to the directions.

Wash drip pans and the broiler pan in hot, soapy water after each use. Do not let grease accumulate. Do not place grease in the sink drain or throw it outside. If drip pans are replaced there may be a charge to the resident.

REFRIGERATOR

Clean the inside and outside of the refrigerator. Rinse thoroughly and wipe dry. Be sure to wipe off the door gasket / seal when cleaning the refrigerator. If the refrigerator in your unit requires defrosting it should be done by the tenant on a regular basis by turning the dial to "off". Do not use any sharp utensils or hasten defrosting. Any tenant damage will result in a repair charge. Reset the control dial to normal position when defrosting is complete.

WASHERS & DRYERS

Washers and dryers are only permitted at Penn Court Apartments. All other developments have a separate laundry facility available. Upon installing the washer & dryer in your unit you must contact CCHRA Maintenance at (814) 226-8910 in order to check the connections. Failure to do so, resulting in damage, will be the tenant's responsibility.

No portable washers or dryers are permitted in units that are not plumbed for them.

LAUNDRY & LAUNDRY FACILITIES

A Laundromat equipped with washers and dryers is provided at all developments except Penn Court Apartments. These appliances are to be cleaned after each use. Residents are encouraged not to leave items unattended. All items must be removed after the cycle is complete.



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The laundry facilities are not to be used during the hours of 10:00 p.m. until 7:00 a.m. Lint filters are to be cleaned after each drying cycle. The Laundromats are for the use of the residents only and only for the purpose of doing laundry. There is to be no loitering or unattended children in the laundry facility. Unattended items left in the machines or on shelves for more than 48 hours may be disposed of. CCHRA is not responsible for damaged or removed items. Use of the machines is at your own risk.

Articles of clothing, rugs, mops and other personal items are not to be hung in the laundry room or the exterior of the building.

GAS FURNACE AND GAS HOT WATER TANK (where applicable)

Keep a clean space around these equipment at all times. This equipment is automatic and should not be tampered with. Notify the Maintenance Department with any issues or concerns. The utility room where this equipment is located must be kept clean and free of all items.

Filters: In apartments with individual furnaces the Housing Authority will change the furnace filter prior to the start of the heating system. Check your filter periodically. The tenant must notify the Housing Authority if they notice an issue with the furnace filter.

Do not block the baseboard heaters, radiators, cold air returns, or heating vents with furniture. Remember to keep these areas clean for the best heating results. Heating registers should be cleaned periodically for maximum efficiency.

UTILITIES/ENERGY CONSERVATION

Energy conservation results in lower utility bills which benefit both you as the tenant and the Housing Authority regardless. Tenants are asked to use energy saver lightbulbs. Please refer to the Energy Conservation Guide, given to you at your initial move-in and/or at your annual re-certification, for tips on conservation.

In some Developments tenants have individual utility meters and are responsible for paying their own utility bill(s). In consideration for the residents paying their own utility bill(s) the Housing Authority provides a utility allowance in the form of a credit each month that is subtracted from the monthly rent.

The Housing Authority must be listed as Third-party designee on the utility accounts including Electric, Natural Gas, Water / Sewage.

Residents who fail to pay their monthly utility bill(s) and have service terminated for non-payment are in violation of the terms of their Lease and are subject to further action by the Housing Authority. Residents are responsible for notifying the various utility companies concerning their utility service connections and terminations. Upon vacating the unit, residents are reminded not to terminate the utility service until they have moved out and returned the apartment keys to the Management Office. If utilities are cancelled prior to returning the apartment keys, the tenant may incur added charges at move out.

In some housing communities where the utilities are included with the rent, the resident is responsible for keeping windows and doors closed during cold weather and for keeping the thermostat set no higher than 72 degrees. An energy charge is assessed for additional appliances in the apartment not provided by the Housing Authority. This includes tenant-owned air conditioners and freezers. This additional charge must



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be paid to the CCHRA office, along with the monthly rent, and is due each month that each extra appliance is installed and used.

AIR CONDITIONERS

Tenants are permitted to have floor-model air conditioners in their units between the months of May through September. Reasonable Accommodations will be evaluated on a case-by-case basis. Air conditioning units must be properly installed. No nails, screws, etc. may be installed in the window framework, or exterior siding. Any damages due to non-compliance will be charged accordingly to the tenant. Tenants are to call for a work order to have maintenance check installation. All units must be checked. Do not place cardboard or other materials along the side of the air conditioner. The proper insulation material / filler should be used to keep a neat appearance.

Tenants living at a complex where the housing authority pays the electric bill are required to pay a monthly fee for air conditioner usage.

Effective 1/1/2025: NO WINDOW AIR CONDITIONERS MAY BE PUT IN UNIT WINDOWS. Only a free-standing indoor floor model air conditioner may be used.

SIDEWALKS

Sidewalks and passages must not be obstructed, nor be used for any purpose other than to enter or exit the dwelling. All sidewalks within the perimeter of each dwelling unit shall be kept free of ice and snow by the respective tenant. (Maintenance will provide this service for the Elderly, Disabled or Handicapped Developments.) Sidewalk chalk is not permitted at any of the Developments.

YARDS

The Housing Authority provides all lawn care at the Developments. All items which interfere with the ability of Maintenance to provide lawn care such as picnic tables, lawn furniture, bikes, tires, etc. must be kept off of the grass. No tents, swimming pools or sandboxes, tiki torches, fire pits/rings are permitted in the yard, no exceptions.

Residents will be responsible for any damages done to the grass, sod, trees, shrubs, flowers and any other part of the development either by their visitors, guests or themselves. CCHRA is not responsible for gardening done by the resident; plant at your own risk. The planting of flowers should not interfere with lawn care. Planting of flowers / gardens in courtyard areas must be shared by all tenants, kept to a minimum and have a neat appearance.

COMPLIANCE

The Tenant and members of his/her household and guests will comply with all laws and city ordinances affecting the use or occupation of the premises and with the rules and regulations hereafter adopted by the CCHRA Management for the safety, comfort and welfare of the occupants of the Development.

Apartments are cleaned thoroughly prior to occupancy. The tenant is responsible for maintaining clean and sanitary conditions in the apartment while in occupancy. Cleaning of the interior and exterior is the tenant's responsibility. This includes windows, floors, walls, ceilings, etc. Damage to the carpet caused by cleaning



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by the tenant, or an unauthorized cleaning contractor, will be charged to the tenant. The tenant is expected to leave the dwelling unit in the same condition in which it was leased. Charges will be made for necessary cleaning, painting and repairs after the apartment is vacated. Charges can include the cost of supplies, repairs, and labor.

RESPONSIBILITIES

Residents are responsible for the conduct of their family members and their guests. You are responsible for damage to the property done by your household members and your guests. Please do not leave bicycles, toys, tricycles, other items, etc. on steps, in the shrubbery, on the sidewalks or common areas. Strewn toys can be a potential hazard to an individual's safety, are unattractive and are an inconvenience to neighbors. Playgrounds and other recreational areas are available for use. In safety, we recommend that when using the areas, children be closely supervised.

ANIMALS

Pets are permitted at Cherry Run Estates, Edenburg Court and Penn Court Apartments with written authorization from the Clarion County Housing Authority. Rules and Regulations concerning the Pet Policy, Assistive Animal Policy, and Pet Deposit, (only for household pets), are available at the Administrative Office. Anyone interested in obtaining a pet must request said policies and receive written approval **before** the pet is permitted at the property. Guests are not permitted to bring pets to the property. **Any animal MUST be leashed at all times and cannot be a nuisance to the property or to other residents.**

Residents at Medardo Estates and Hillside Apartments are not permitted to keep animals on the premises, unless the animal is used as an assistive animal. This includes visits by guests who have animals. No household pets such as dogs, cats, mice, rats, hamsters, guinea pigs, iguanas, lizards, snakes, rabbits, spiders, ducks, etc., are permitted at any time. *Because the previous Rules and Regulations permitted some birds and fish aquariums, any resident living at the property prior to January 1, 2024 is permitted to keep their birds or fish, however, no new birds or fish aquariums will be permitted by existing residents or new residents.*

An Assistive Animal is not considered a pet. Any Resident with a need for an Assistive Animal may request a Reasonable Accommodation form from the Housing Authority. Written approval **must** be received from CCHRA **before** the Assistive Animal is permitted to be kept at the property.

YOU AND YOUR NEIGHBORS

Be considerate of the rights and privileges of your neighbors. Residents shall not permit any noise or vibrations to be heard beyond their unit. Don't permit your radio, stereo, or television to blare forth at any time. You are responsible for the conduct of your household members, guests and visitors. Tenants, household members and guests should not be making excessive noise, disturbing other residents, etc, between the hours of 10:00 pm and 7:00 am.



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CRIMINAL / ILLEGAL ACTIVITY

VIOLATION OF THE FOLLOWING PROVISIONS SHALL BE A SERIOUS VIOLATION OF THE MATERIAL TERMS OF THE LEASE. WHEN THERE IS SUBSTANTIAL EVIDENCE OF CRIMINAL ACTIVITY PROVIDED BY LAW ENFORCEMENT AND/OR THE CRIMINAL JUSTICE SYSTEM, IT COULD BE CAUSE FOR EVICTION.

CRIMINAL AND DRUG ACTIVITY IS CAUSE FOR EVICTION IF THERE IS SUBSTANTIAL EVIDENCE OF SUCH ACTIVITY.

Tenant, member of household, guest or other person under tenant's control shall not:

- Engage in any criminal activity that threatens the health, safety or right to peaceful enjoyment of housing premises by other residents, by persons residing in the immediate vicinity of the premises; or the health or safety of residents or employees of the PHA.
- Engage in any drug-related criminal activity on or off such premises. Drug related criminal activity means the illegal manufacture, sale, distribution, use or possession, possession with intent to manufacture, sell, distribute or use a controlled substance; this includes the use of medical marijuana.
- Abuse alcohol so as to impair the health, safety or right to peaceful enjoyment of the premises by other residents.
- Engage in acts of violence or threats of violence.

An Eviction can be issued if one or more substantial violations of the Lease and/or Rules and Regulations are caused. Examples include but are not limited to: nonpayment of rent; failure to reimburse owner for repairs or repay unauthorized assistance; continued late payment of rent; permitted unauthorized person to occupy the unit; serious or repeated damage to unit or common areas; creation of physical hazards; serious or repeated interference with the rights and quiet enjoyment of other tenants; providing false information; failure to cooperate with annual or interim reporting requirements; having unauthorized animals in the unit.

PARKING AREA

Only properly licensed and inspected vehicles are permitted to use the Housing Authority parking lots. Parking is on a first-come, first-served basis with no assigned spaces. Residents should park only in designated areas that do not obstruct or hinder the flow of traffic. The Housing Authority parking lots are not to be used as storage or repair areas for vehicles. No vehicles are to be driven or parked on sidewalks or lawn areas for any reason. Vehicles parked in violation of these regulations will be towed at the vehicle owner's expense. A charge will be assessed for any damage to the Housing Authority property caused by tenant's and guest's vehicles.

- The Housing Authority will monitor the parking lots by issuing Parking Permits to each unit. These permits must be placed on the rear view mirror of the vehicle. A log of all parking permits will be kept in the CCHRA office.
- Tenants may park no more than two (2) vehicles in the parking lot. Tenants in the senior developments are only permitted one (1) vehicle.
- Only those residents who are holders of the emblem denoting "Handicapped" may park in the parking stalls designated for the handicapped.



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- Residents must cooperate in removing vehicles from the parking lot during the occasions of snow removal or repairs to the parking lot.
- Resident must not park near the trash areas designated “No Parking”.
- Changing oil or other repair work on vehicles is not permitted. Any damage to the parking lot from fluid leaks will be charged to the Resident.
- Washing / Painting vehicles is not permitted at the property.
- Trucks (over $\frac{3}{4}$ gross ton), trailers, campers, buses or boats may not be parked at the property.

Children should never be left unattended in the parking areas, or be playing around the vehicles.

KEYS

The Housing Authority will supply you with two apartment keys and one laundromat key and/or mailbox key, if applicable. You will be charged for additional keys to be made at \$5.00 per key. Rekeying of the locks will be charged to the resident in the amount of \$40.00. Tenants must provide the names and addresses of all individuals that will be receiving extra keys. All keys must be returned to the Housing Authority office at 8 West Main Street, Clarion, upon vacating the apartment. Failure to return keys will result in additional charges. Residents are not permitted to alter any lock or install a new lock or additional locks on any interior or exterior door of the unit. The Housing Authority must be able to gain access to your unit in case of emergency.

Be sure to take your key with you when you lock the door and leave your apartment. If you require assistance from the Housing Authority to gain entry to your apartment you will be charged.

If a Resident requests that the locks be changed on the unit for any reason there will be a charge assessed.

LOCK-OUTS

Only persons whose names appear on the Lease for the premises will be permitted entrance to any apartment in case of a lockout. The person must provide reasonable identification when requesting Management to grant them access to the premises.

Lock-out fees will be added to your account as follows and must be paid within 30 days of service:

- \$ 15.00 from 8:30 am to 4:30 pm on a CCHRA Work day
- \$ 25.00 from 4:30 pm to 12:00 Midnight on a CCHRA Work day
- \$ 35.00 any time on CCHRA Non-Working days
- \$ 40.00 after Midnight on any day.

WINDOWS

Management may specify the type of curtains, draperies, drapery liners or blinds used at any window of the Development to create a uniform and orderly appearance from the exterior of the apartment. In order to be uniform, tenants shall use white-backed draperies or place white sheers behind their colored draperies. Tenants shall use the curtains rods provided and will be charged accordingly at move-out if they are not present or found in working condition. Tenants may use white mini-blinds at their windows if they wish.

Charges for repair or replacement to window, glass, or screens due to damage will be added to the tenants account and must be paid in full within 30 days. This amount will be charged to the resident regardless of who is at fault.



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No signs of any kind are permitted in any window of the Development.

BALCONIES / PATIOS

Balconies and patios in the Development shall be used only during reasonable hours for regular sitting purposes and shall be maintained in a clean and orderly manner. Charcoal or gas grill cooking near the building is not permitted. Picnic areas are available and will be supplied with grills for tenant use. These areas must be cleaned after each use. The use of balconies or patios for storage, maintenance or wash lines, hanging of personal property or any other use which shall detract from the neat and orderly appearance of the Development or cause inconvenience or hazard to other residents is forbidden.

STORAGE AREAS – Where applicable, bicycles, spare tires, excess furniture or appliances, etc. must be stored inside of the storage shed, not in the living area of your apartment or outside the apartment. Motorcycles or dirt bikes should never be stored inside of the unit.

UTILITY ROOMS – Where applicable, keep the area around the gas pilot lights of your hot water heater and furnace free and clear of all items. Do not store gasoline or other flammable liquids in this area.

STORAGE AND HANDLING OF PERSONAL PROPERTY

Residents may store personal property only in the storage areas designated by Management.

Management and its staff will not be responsible for receiving any property or goods delivered to the Development for residents and will not be held liable for any loss or damage to such goods or property which may occur through the carelessness or negligence of Management or its staff. Management will not be responsible for any property or goods left in the custody or control of any of its employees by residents.

MAILBOXES

Mailboxes are provided at each Development and should be checked on a regular basis. If you acquire your mail through a post office box the Housing Authority must be advised of the number. No small children should be permitted to get the mail. Tampering with the US Mail is a Federal offense.

PEST CONTROL

The Housing Authority asks your cooperation regarding open food, dirty dishes which may attract insects or pests of any kind. Garbage and waste should never be left in an apartment. It should be emptied on a daily basis and taken to the trash area. Countertops and appliances should be cleaned on a daily basis. The best way to prevent unwanted pests from entering your apartment is to keep the unit neat and clean at all times.

Pest Control Service is provided by the Housing Authority on a regularly scheduled basis. A copy of the schedule can be obtained at the Management Office. Residents are required, by the terms of their Lease, to permit the Housing Authority's Extermination Service Personnel entry to the apartment. If the resident is not home the exterminator will enter the unit to perform the needed work. You will receive specific instructions on how to prepare for the extermination of your apartment. Cooperation with Pest Management is required. **Failure to prepare for, or allow entry into your unit, for pest management services could result in a violation notice.**

If you have a specific problem with any household pests you should contact the CCHRA office immediately at (814) 226-8910 for service. The Pest Control Service will then be scheduled and the tenant will be



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notified of the date. The Tenant should make every attempt to be present for this service as the Pest Control Agency does not have a key to your unit. The Housing Authority Maintenance must accompany the Technician to any locked unit.

Tenants will be charged accordingly for any Pest Control Service that has resulted from unsanitary housekeeping.

TRASH AND GARBAGE

Trash areas are available at all Developments. Residents are not permitted any personal items, trash or garbage of any kind to accumulate on or about the premises. Hypodermic needles must be placed in a proper sharps disposal containers. If an FDA-cleared container is not available, a heavy duty plastic household container, such as a laundry detergent container, can be used as an alternative.

Trash and garbage is not permitted to accumulate inside of your apartment. It should be placed inside a garbage bag, securely tied and placed inside the proper container. This should be done immediately.

Garbage cans must be kept clean. There are a number of different methods employed by the Housing Authority to remove garbage, trash and recyclables depending on the location of your apartment. Information specific to your location can be obtained at the Housing Authority office.

No items such as Christmas trees, unwanted furniture, tires, televisions, appliances, mattresses, etc., can be placed at the trash areas. The trash company will not take these items. If a tenant is found responsible for disposing of these items, they will be billed accordingly. You must make other arrangements to have these items removed.

ALCOHOLIC BEVERAGES

Use of alcoholic beverages is permitted only inside of the apartments. At no time should persons have open containers of alcohol outside of their unit. No tenant, member of household, guest or visitor is permitted to be intoxicated on the premises. Kegs of beer are not permitted at the property.

RIGHT OF ENTRY

Management personnel generally will not enter your apartment without prior notification. The Housing Authority does reserve the right to enter your apartment without prior notification should we suspect an emergency or to complete needed maintenance repairs. Our regular 48- hour written notice will be given for periodic inspections or to show the apartment to prospective residents.

For properties that have screen doors on their unit, these doors are not to be locked to prevent maintenance from entering. We cannot enter a unit for emergencies or to complete work orders if screen doors are locked.

INSPECTIONS

At least once a year the Housing Authority is required to inspect each apartment. We do this to make sure your apartment is clean, safe and a comfortable place for you to live. Periodically we may do an additional inspection if needed.

Special inspections may be completed if Management feels there is a need to monitor resident's housekeeping. Inspections may be completed on a quarterly or monthly basis to assure that the unit is being



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kept in a clean, sanitary condition. Failure to pass these housekeeping inspections could be cause for eviction or non-renewal of the lease.

SECURITY

Adequate protection of you and your property is important. Your security begins with your own actions. Be sure to make use of any locks and other security devices provided to ensure that uninvited persons cannot gain access. Close and lock your door at all times. Be suspicious of unexpected deliveries. Door-to-door soliciting is not permitted at Housing Authority Developments.

You are responsible for your household members, visitors and guests. Do not let anyone gain access to your unit whom you do not want to be responsible for.

Exterior pole lights are placed throughout the Development. These lights should not be tampered with by any tenant, household member, guest or visitor. Children should not be playing on or near these lights at any time. If these lights are not working you should contact the CCHRA office at (814) 226-8910.

UNIT TRANSFERS

If an owner determines that a tenant's current dwelling unit is smaller or larger than appropriate as a result of a change in a tenant's family size or composition, the owner must decide whether to require the tenant to transfer to another unit.

Owners may be obligated to transfer tenants to different units as a reasonable accommodation.

Upon offer and acceptance of a unit the family will execute all lease documents and pay any rent and security deposit for the new unit. The family will have seven (7) days to complete a transfer.

If a resident dies during their tenancy, the emergency contact for the resident is responsible for the belongings in the unit and returning the unit to the CCHRA within the 14 day vacate period upon becoming aware of the deceased tenant.

MOVE-OUT

The following is the procedure to follow when vacating your apartment:

1. In order to terminate tenancy, the tenant must provide the Housing Authority with a written 30-day notice to vacate the unit. Failure to give proper notice could result in additional rent charges. Refer to your Lease agreement.
2. Pay your account in full. It may be necessary to pay additional charges if damages are noted during the move-out inspection and not covered by your security deposit.
3. Clean your apartment. Your unit should be in the same condition as your move in.
4. Be sure to remove everything from the apartment. Any belongings left behind will be considered unwanted. If trash or garbage is left inside or outside of the unit, a charge to remove it will be deducted from your security deposit.
5. Lock all windows and doors of the unit. Return the keys to the Housing Authority office at 8 West Main Street, Clarion. Only when the keys are returned to the Housing Authority office is the unit considered vacated. If you leave on a weekend, you must make arrangements with Management for the return of your keys and forwarding address to the CCHRA office.



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6. Contact all utility companies and have your name removed from the service. The tenant is responsible for the utilities at the unit until the keys are received at the CCHRA office.
7. Provide the Management Office with a forwarding mailing address so that we can mail your final statement and security deposit information to you.

After receipt of the unit keys, a final inspection is completed. The resident may choose to accompany CCHRA for the final inspection. Upon completion of the final inspection and any necessary cleaning and repairs, a final statement of your rental account will be sent to your forwarding address. Any balance owed to the Housing Authority must be paid within 30 days of the final billing, or payment arrangements must be made. If the balance is not paid, the account will be taken to the District Magistrate for collection and your household will not be eligible for future housing assistance with the Housing Authority.

ADDITIONAL RULES TO REMEMBER

YOU are responsible for your household members, guests and visitors.

DO NOT permit cable or utility companies to install wiring inside or outside without prior approval from CCHRA

NO SIGNS are permitted in the apartment windows.

DO NOT throw breadcrumbs or any type of food or beverage out of your window or door.

DO NOT smoke in your unit or allow guests to smoke. Stay at least 25ft from the units when smoking.

REPORT any repairs to the CCHRA office at (814) 226-8910 IMMEDIATELY. Clearly state the details of the repair, your name and apartment number. DO NOT make any repairs yourself to the unit. If you make any repairs or pay for outside services without CCHRA written approval, you will not be reimbursed and it could be considered a lease violation.

DO NOT remove, sell, exchange or dispose of any property of the Housing Authority that has been offered to you for your use during your tenancy. When you vacate all CCHRA property must remain in the apartment and in good condition.

CRAWL SPACES, attics, roof areas and boiler rooms are for Housing Authority use only. No one is permitted to store anything in these areas.

VAWA

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are available equally to all individuals regardless of sex, gender identity, or sexual orientation. The Occupancy Rights Notice (HUD5380) explains all of your rights under VAWA. HUD-approved Certification Form (HUD5382) is attached to the Occupancy Notice. You can fill out this form to show that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking, and that you wish to use your rights under VAWA.

At initial interview, move-in, annual recertification and lease termination you will be provided with Occupancy Rights Notice (HUD5380) and HUD-approved Certification Form (HUD5382). If you need assistance in completing these forms, please contact Property Management.



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CONCLUSION

The Rules and Regulations compiled in this Handbook are referred to in your lease agreement and by such reference is part of your Lease. If Rules and Regulations are changed or updated, you will be notified.

A clear understanding of your privileges and responsibilities, in connection with your new home, in this complex is covered by the provisions of your Lease. Your signed lease is a mutual agreement between you and Housing Authority Management. Violation of the terms of the lease can be cause to terminate your tenancy.

I / We have read and understand and agree to abide by the Rules and Regulations contained in this Resident Handbook:

Tenant Signature

Date Signed

APT # _____

Co-Tenant Signature

Date Signed

Adult Household Member Signature

Date Signed

Adult Household Member Signature

Date Signed



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UTILITY COMPANIES

Cherry Run Estates:

National Fuel (CCHRA).....1-800-444-3130
Electric Company: West Penn Power (Resident)..... 1-800-686-0021
Telephone Company: Windstream (Resident).....1-800-782-6206
Cable Company: Comcast (Resident)..... 1-800-266-2278
Water/Sewage Co: Rimersburg Borough Maintenance (Resident).....1-814-473-6519

Edenburg Court:

Electric Company: Penelec (CCHRA)..... 1-800-545-7741
Telephone Company: Windstream (Resident).....1-800-782-6206
Cable Company: Atlantic Broadband (Resident).....1-888-536-9600
Water/Sewage Company: Knox Borough (CCHRA).....1-814-797-1376

Hillside Apartments:

Electric Company: West Penn Power (Resident).....1-800-686-0021
Telephone Company: Verizon (Resident).....1-800-275-2355
Cable Company: Comcast (Resident).....1-800-266-2278
Water/Sewage Company: PA American Water (CCHRA).....1-800-565-7292

Medardo Estates:

Electric Company: West Penn Power (Resident) 1-800-686-0021
Telephone Company: Windstream (Resident).....1-800-782-6206
Cable Company: Comcast (Resident)..... 1-800-266-2278
Water/Sewage Co: Rimersburg Borough Maintenance (CCHRA).....1-814-473-6519

Penn Court Apartments:

Electric Company: West Penn Power (Resident) 1-800-686-0021
Gas Company: National Fuel (Resident).....1-800-444-3130
Telephone Company: Verizon (Resident).....1-800-275-2355



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