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# **Sanderson Apartments**

## **Community Handbook**



**By**

**MENTAL HEALTH CENTER of DENVER**

Welcome to Sanderson Apartments. We are excited to have you as part of this wonderful community. This handbook will serve as guide to assist you in becoming familiar with the Sanderson Apartment community, building regulations and being a good neighbor to each other, the surrounding neighborhood and businesses.

The Sanderson property management, residential services and safety teams are here to assist you as needed. The teams work closely together to ensure Sanderson is a safe and healthy community for the residents, staff and surrounding community. The following outlines key activities of each team:

## **SANDERSON APARTMENT TEAM**

### **PROPERTY MANAGEMENT**

Property management staff are here to help you with all aspects of your lease, including collection of your monthly rental payment, lease compliance, renewal of your lease and annual recertifications and submission of your maintenance work orders. In addition, property management staff promote community building with the surrounding businesses, registered neighborhood organizations and local law enforcement.

### **RESIDENTIAL SERVICES**

Residential staff are here to help you engage with case management, peer support specialists and related service providers. They also establish and coordinate programs, events, etc., for all Sanderson residents. In addition, residential staff promote community building with the surrounding businesses, registered neighborhood organizations and local law enforcement.

### **SAFETY OFFICERS**

Safety officers are here to support you and help maintain our safe community. They contact appropriate staff and/or local authorities as needed and manage guest visitations.

## **THE LEASE**

### **LEASE**

Your lease is a legal contract between you (the tenant) and us (the landlord). All provisions/conditions outlined in the lease must be followed. Staff members are available to help you read and understand the language in the lease, this handbook and any other documents you have been asked to sign.

### **RENT PAYMENT**

Your rent is due the first of each month, but no later than the fifth day of the month. All rent payments must be made with a personal check or money order and made payable to **Sanderson Apartments**.

## OCCUPANCY

Only the individual(s) listed in your lease can live in the apartment unit.

## LEASE VIOLATIONS

A serious violation of your lease may be cited. The accumulation of three (3) lease violations may result in housing voucher relinquishment and/or eviction.

Any lease violation will be reviewed with the you by members of the residential services and property management teams and handled on a case-by-case basis.

## **COMMUNITY REGULATIONS**

### GUESTS AND VISITORS

For your safety and the safety of the other residents and staff, we require that all guests and visitors enter the building through the main entrance door. Your guests and visitors will need to sign-in and out at the front desk when entering or leaving the building. Your guests and visitors will need to provide the front desk attendant with their valid and current picture ID (i.e. valid driver's license, passport, etc.). Your guests and visitors will retrieve their ID upon signing-out and leaving the building. We request you meet your guests and visitors at the front desk and accompany them at all times while they are in the building and/or on the property.

### KEYS AND LOCKS

Only the individuals listed on your lease will be given a key to your unit and a key to the mailbox. All keys are to be returned to the property management team upon vacating your unit. Altering of the lock, installing new locks or other attachments to the door is prohibited.

### PARKING

The parking lot is for the use of residents' and Mental Health Center of Denver staff automobiles only. All vehicles on the property must be currently licensed and in operable condition. Inoperable and unlicensed vehicles will be subject to towing from the property at automobile owner's expense.

### PETS

Common household pets are allowed provided the provisions in the lease are met. Dogs and cats are required to be spayed or neutered. All pets must be current with their vaccinations, licenses and tags, including name tags.

Your pet must be confined to your unit and must not be allowed to roam free or be tethered. Pets in transit are to be carried, secured by a leash or placed in an animal carrier. When walking your pet, you are responsible for immediately cleaning up after it and discarding securely bagged pet droppings in the dumpster.

### SOLICITATIONS AND DISTRIBUTIONS

Solicitation and distribution of materials for any cause by you, your guests or visitors and other Sanderson residents is prohibited on the property, surrounding neighborhood or businesses. Panhandling by you, your guests or visitors or other Sanderson residents on the property, surrounding neighborhood and businesses is prohibited.

### TRASH DISPOSAL AND REFUSE

Please place all trash into the dumpsters or containers provided. We request that you help keep the common areas and immediate area in front of your door free of trash.

### UTILITIES

Utility services are included in your rent. You are encouraged to use utility resources wisely and conservatively. Please turn off lights, TVs, music, and water when not in use.

## **SAFETY**

### CLEANING

For the health and safety of yourself, visitors, neighbors and staff, we request your unit be kept in good, clean and sanitary condition and appearance. It should be kept free of dirt, trash, waste, or any flammable or hazardous material.

### FIRE PREVENTION

Please notify the front desk staff if your smoke detector is damaged or batteries need replaced. Removal of the batteries and/or tampering with the smoke detectors in any way is prohibited.

### DISTURBANCES

You may have guests visit, provided that such visits do not become boisterous, obscene or generally offensive to your neighbors. Please remember consideration of your neighbors' peaceful enjoyment and comfort is always requested. Any disturbances will be reviewed with you by members of the residential services and property management teams and handled on a case-by-case basis.

### DRUG FREE COMMUNITY POLICY

It is the policy of Mental Health Center of Denver to **not** allow the possession, use, distribution or manufacture of any illegal substances anywhere on the property. Illegal drug use, manufacturing and distribution **may be** grounds for housing voucher relinquishment and/or eviction.

All drug related offenses which you are alleged to be a part of will be reviewed with you by members of the residential services and property management teams and handled on a case-by-case basis.

FIREARMS FREE COMMUNITY POLICY

It is the policy of Mental Health Center of Denver to prohibit the possession or use of firearms anywhere on the property. Possession or use of firearms **may be** grounds for housing voucher relinquishment and/or eviction.

SERVICE REQUEST PROCEDURE

Please notify the front desk staff to request service or repairs. Please be as clear and complete as possible. We will make every effort to have repairs completed in a timely manner. Emergencies will be responded to immediately. Requesting maintenance in your apartment authorizes the maintenance team to enter your apartment to perform the maintenance.

INSPECTIONS

Mental Health Center of Denver conducts periodic inspections of the conditions of each apartment to check window and floor coverings, appliances and overall conditions of the apartment. You will be given a minimum of 24-hour notice when an inspection is scheduled for your apartment. Mental Health Center of Denver reserves the right to inspect your apartment immediately if there is any reason to believe that an emergency exists.

Mental Health Center of Denver reserves the right to amend the Community Handbook at any time and from time-to-time. Any updates and/or amendments to this Community Handbook will be provided to you.

**Resident's Acknowledgment**

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Resident Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Case Manager Signature

\_\_\_\_\_  
Date