Housing Authority of the City

**of Kirbyville, Texas**

**Pecan Grove Apartments**

# Resident Guide

(Revised 2018)

## Office Address: 414 South Vallie

### Kirbyville, Texas 75956

**Office Hours: 9:00 a.m. to 4:00 p.m.**

**Monday through Friday**

**Office Telephone: (409) 423-4751**

**Office Fax: (409) 423-3396**

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Dear New Resident:

The Staff and Commissioners of PECAN GROVE welcome you to your new home and neighborhood. We hope that you and your family will be very happy here. We pledge to assist you in every possible way with your housing-related needs, consistent with Public Housing Authority laws and regulations. We also pledge that we will not discriminate against anyone because of race, color, creed, national origin, sex, or political affiliation.

Pleasant community living depends largely on cooperation and understanding throughout Pecan Grove. Consideration for your neighbors and an appreciation of their situation will make you a better neighbor. To better understand your responsibilities as a resident, please read this Resident Guide carefully. It explains what you can expect from our staff and what we in return, expect from you. Keep it handy for ready reference when any questions arise regarding Pecan Grove rules and regulations.

This is your neighborhood development; it was designed and built for you and it is up to you and your neighbors to make it the kind of community of which you can be proud; not “housing of last resort”. Please realize that any resident violating his/her lease seriously damages the physical, financial, and social qualities of Pecan Grove. Also, **realize that there are many eligible families who may have an even greater need for assisted housing than you do (because of homelessness, abuse, indigence, etc.) and who are willing to abide by the lease and related rules; in the event that you are not.**

All Pecan Grove personnel wish you a pleasant stay in your new home, and every success in your future. This Resident Guide is not meant to restrict you in your new home, but to ensure better living conditions for all residents. It should also provide a better understanding about Pecan Grove operations along with answers to some questions you may have. We reserve the right to modify or amend the provisions in this Resident Guide as necessary.

If we all cooperate in this effort, your home and Pecan Grove in general will be a more pleasant place to live.

Sincerely,

Wesley C. Bell

Executive Director.

### AIR CONDITIONING/HEATING SYSTEM

Our new central air conditioning and heating systems are some of the finest and most cost-efficient units available. They are designed to keep you comfortable year-around and keep your electric bill as low as possible at the same time. We recommend that you follow the Energy Department’s guidelines for temperature settings as closely as possible to help keep your electric bill down: 68 degrees when running the heater and 78 degrees when running the air conditioner. You can keep your electric bill reasonable by closing all doors and windows tightly and locking them. Open outside doors as little as possible to help maintain the temperature. Permanent filters have been installed and will be cleaned by maintenance staff once each month. Your unit is controlled by a wall thermostat. Flip the switch to “cool” when you want air conditioning and “heat” when you need heating. You can normally leave the fan on the “auto” position year ‘round. Please move the sliding temperature-setting switch only to the desired temperature. Placing the switch to a very low or very high temperature setting **will not** change the temperature in your apartment any faster, and it will cost you more money to operate. If your unit doesn’t seem to be working properly, please do this first before calling the office: Turn the unit to the “OFF” position. Wait five (5) minutes. Then turn it back to either “HEAT” or “COOL,” whichever you prefer. If there is no improvement after about 30 minutes, call the office at that time. It is best not to turn the unit completely off for an extended period of time.

### ANTENNAS (see “Telephone/Cable/Satellite/Antenna)

**CABLE** (see “Telephone/Cable/Satellite/Antenna)

### CHARGES FOR REPAIRS/SERVICES

Charges for repairs and other services are found on the maintenance charge sheet. The most recent copy will be given to you at lease-up and at each annual re-certification and will also be posted in the office at all times. The charges are updated annually. Additional copies are available upon request at a $.10 per page charge to you.

### CHILDREN

The head of each household is responsible for making certain that any children on your lease or visiting are supervised **at all times** when they are outside. Please do not allow your children to play around mailboxes, dumpsters, parking lots, driveways or the road. We have two playgrounds on the premises. One is located at our MLK site and the other behind apartments 554 & 556 on W. Levert. We also have a large game field, basketball goals, and sand volleyball court located at the main office. The recreational areas at the office are available on a first-come, first-play basis to residents and the general public, unless there is a rental or resident function scheduled. All children should be taught to respect other residents and not be allowed to visit around other units unless given permission you and by those residents. **Do not allow children to ride bicycles on the sidewalks, this is against a city ordnance**. Do not allow children to throw rocks, nails, glass, sticks, or any other items at the buildings, other residents, or vehicles. This can cause injury, damage to property, and create projectiles if run over by the mower. Also, please do not allow children to play around the yard crew, especially when they are mowing or weedeating. It is your responsibility to monitor and discipline your children, do not rely on your neighbors or Pecan Grove staff to watch them. Remember, small children must not be left alone at any time.

### COMMODES

Do not put diapers, sanitary napkins, etc. in the commode. Such items can clog plumbing and lead to charges against you for repairs or service. Children should be monitored closely so that they do not throw toys, washrags, etc. down any drains.

### COMMUNITY/RESIDENT CENTERS

We have a beautiful community center located at the main office. The Resident Advisory Board and Pecan Grove staff host several resident functions a year in the room. It is also available for private rentals to residents and the general public. We also have a resident center located at our MLK site. This building is also available for private rentals. Both buildings are free for resident functions that involve/benefit all residents. Reduced rates are available for certain non-profit functions. Please contact the office for information about renting either building.

### CURFEW

All residents/guests must observe an 11:00 p.m. nightly curfew on all Pecan Grove property. This does not restrict your freedom to come and go as you please, but no loitering or disturbing noises outside the apartments (in or out of vehicles, in the streets, driveways, parking lots, or yards) after 11:00 p.m. Excessive arrivals/departures of guest(s) is also prohibited.

### FENCES

Private fences (installed by residents) are prohibited on Pecan Grove property.

### FIXTURES

Clothes rods in closets may not be removed. Do not remove any shelves from pantry area, closets, or cabinets. Remodeling/redecorating is prohibited without prior written approval from the Executive Director. We do not allow glue-on decals on the mirrors, windows, walls, cabinets, sinks, bathtubs, showers, or appliances.

### FLAMMABLES

No flammable materials are allowed anywhere on the premises (gasoline, diesel, kerosene, etc.)

### FLOORS

Tile floors should be mopped frequently with a mild detergent. They may be waxed with a good, self-polishing wax. If you put carpet down, do not attach it to the floor or wall (no tacks, nails, adhesive or other fasteners). Doors may not be cut for clearance over carpet.

### FURNITURE

Pecan Grove furnishes your apartment with a range, refrigerator, central air and heat, and blinds. You are responsible for providing any other furniture. You may use your own range and/or refrigerator after making a written request to Pecan Grove for removal of the existing appliances. This service will be provided for the cost of our labor.

**GUNS, FIREWORKS, ETC.**

The public display or use of BB, pellet and/or paintball guns or any other type of firearm or other weapons on Pecan Grove property is strictly prohibited. Fireworks of any kind are also prohibited. The dangers posed by these items to other people and their property are well known, especially when living so close together, so we must insist that you abide by these rules. You have the right to possess a weapon for your own protection, but it must be kept locked up away from children, visitors and others.

### HOUSEKEEPING

You are expected to be a good housekeeper and keep your home in a clean, sanitary, and orderly condition. Consistently poor housekeeping will not be tolerated. Failure to keep the unit in a clean and safe condition will result in lease violations and even eviction.

Pest control is handled on a quarterly, contract basis. If pests become a serious problem in between exterminations, contact the office. It is impossible to control all insects 100% of the time. To keep away pests such as roaches, ants, and mice, starve them. Any food you leave uncovered, including unwashed dishes, crumbs, dirty countertops, etc., is an open invitation to pests. After you open flour, sugar, etc., put them in a sealed container such as a jar or canister. If you leave garbage sitting out, this also attracts pests. Seal trash tightly in proper bags. Be sure to put these bags in the dumpster nearest your apartment. Dumpsters are emptied once a week. Wash your dishes right away after meals, never leave them overnight. Do not leave doors open. You can keep roaches and mice out of your house by practicing good housekeeping habits.

**HOW YOU CAN HELP**

**Please call and report any of the following to the office:**

Anyone engaging in disruptive, suspicious, or criminal behavior or activity

Broken or damaged electric lines or cables

Open or missing manholes or valve covers

Any abandoned or inoperable automobiles

Trashy/cluttered yards, porches, playgrounds or apartments

Unauthorized trespassers (including any known felon)

Also, for your benefit, turn off lights and electrical appliances when not in use.

Do not leave doors and windows open when operating your air conditioner/heater.

Do not run water unnecessarily.

Your help in these areas will reduce utility bills for yourself and Pecan Grove, and allow us to use the funds on improvements to your apartment and the grounds. You already have individual meters for your electricity. With the rising cost of water, it is only a mater of time until water meters are also installed for each apartment, unless we are all responsible in reducing waste.

### INSPECTIONS

Periodic inspections of your apartment are made to determine whether repairs/maintenance are necessary to preserve your property and to ensure proper housekeeping. Your lease and HUD require your cooperation. Annual inspections are conducted once a year near the anniversary of your original move-in date. Additionally, pre-inspections are conducted prior to any scheduled HUD inspections. Please keep your home and surrounding area clean and sanitary at all times. This will help keep your family in good health and foster a positive image for Pecan Grove and its occupants. An inspection will also be scheduled if a maintenance staff member or a contractor enters the apartment and finds it in an unclean or unsafe condition.

### KEYS AND LOCKOUTS

Keys to your apartment are issued when you move into the unit. Be careful not to misplace them. If you should lose your keys, you will be charged $2.00 for each new key. If you lock yourself out of your apartment during normal office hours, we will unlock the apartment for free the first time. There is a charge for any subsequent lockouts, and an even higher fee for after-hours lockout calls. Please consult your “Schedule of Maintenance Charges” for amounts.

### LAUNDRY FACILITIES

All apartments are equipped with washer and dryer connections. If your dryer cord does not match the outlet, we can change your cord. There is a charge for this service. We also offer three laundry rooms. They are located at 310 W. Levert, 501 W. Levert and the Resident Center at the MLK site. If you have a problem with any of the machines in the laundry room, please contact the office during regular business hours.

### MAINTENANCE/REPAIRS

Our employees will be glad to assist you with any mechanical or equipment failures that occur. Please report these problems to the office so a work order can be issued to the maintenance staff. Our staff is on duty from 8:00 a.m. - 4:30 p.m. Monday through Friday, and are not available after-hours, on weekends, or holidays. Please do not ask the maintenance staff to complete any work without first contacting the office. No work can be done without a work order being issued by the office. For this reason, we ask that you please report your problems during normal business hours. In the event of an emergency after-hours, please call the Maintenance Foreman. **An emergency means a life or property-threatening situation**. Please remember that after-hours calls not considered an emergency **will result in a charge** to your account. Emergency work is considered fire damage, water breaks, serious electrical problems, and serious damage to doors or windows where your safety is at risk. For water breaks, cut off the water supply (if possible) and begin to dry the floor to prevent water damage to the floors and walls, then call to notify. For downed electrical lines do not go near the loose wire(s) and keep children away. Notify authorities immediately. For power outages in the apartment, check your circuit breakers to see if any are thrown. Then, check to see if other apartment units are without power. The next step is to call Kirbyville Light and Power.

During regular Pecan Grove office hours, call 423-4751 to report any requests you have for work in your apartment. If there is no answer, please leave a message so your request will be recorded and attended to ASAP. Please report maintenance problems right away; do not wait until after-hours or weekends. All repairs on the apartment are to be made by trained personnel only. You may not make any type of repairs without first contacting the Pecan Grove office. It will save you inconveniences and will lower costs if you report dripping faucets, clogged drains and commodes, and electrical problems promptly. You are required to pay for any damages to your apartment caused by any member of your family or guests. Extra charges for damages through negligence by the resident, and members of his/her family, or guests are collectable in the same manner as rent.

### OCCUPANCY

The apartment is rented to you **only for your sole use and the use of prequalified/**

**pre-approved family members listed on your lease** (or other approved applicants under special circumstances). Therefore, **you should never allow anyone else (not on the lease) to live with you.** Each person living in your apartment must be listed on your lease. Guests are permitted for no more than fourteen (14) nights per year for up to two (2) guests without prior written approval of management. **Allowing persons to live in your unit other than those listed in your lease is a direct violation of your lease.** Let the office know promptly of any change in family size such as a new baby, death, or a member of your household leaving your home for any reason, so that our records may be kept accurate. Remember, allowing friends or relatives to use your apartment, do their laundry or for any other reason is prohibited and is grounds for eviction.

### PAYMENT AGREEMENTS

Each household is allowed to sign a Rental Payment Agreement twice a year. This agreement requires that at least one-half of the monthly rent be paid by the fifth and the other half before the end of the month to avoid any late fees. Any other agreement will be made on a case-by-case basis at the discretion of the Executive Director.

### PETS/ANIMALS

Housing and/or feeding **any** animal without an existing, approved/signed pet lease on file is a leading cause of evictions. If you wish to have a pet, it must first meet all of the requirements under our pet lease, the pet lease must be signed and approved by management, and the $100 pet deposit must be paid. If not listed on your pet lease, no other animal is allowed on the premises (including that of a visitor).

### POOLS

We cannot allow pools on the property because of the excess water use, damage to lawns, mowing obstacles, and the safety of all residents and guests.

### RANGES

The burner bowls and drip pans on your range should be cleaned after each use. The oven and broiler will become stained by constant use if not cleaned regularly. If the stains become baked on, they will be very difficult to remove. To prevent this problem, we recommend using a good oven cleaner periodically for cleaning the oven and broiler. On electric ranges, lift up the top section and clean this area regularly. When you move in, you will find your range clean and you will be expected to keep it clean. Periodic inspections will be made of your range, refrigerator, and apartment, so we need your cooperation in maintaining clean and sanitary appliances and living conditions. This will also prevent substantial charges to your account.

### REFRIGERATORS

All refrigerators are frost-free units and should provide trouble-free service. Food will keep better if you clean the inside of your refrigerator about once each week. Wash the food compartment with warm water mixed with two tablespoons baking soda per quart of water. Then dry thoroughly with a soft cloth.

### RENT PAYMENTS

All rent must be paid in advance. Your **rent is due on the first of every month** no matter what day you moved in. We understand that not everyone can pay their rent on the first, so we allow you to pay your rent up to the fifth day of each month without a late charge. If your rent is not paid by the fifth day, a $20.00 late charge will be added to your rent and a late notice will be sent out. An additional $5.00 per day will be added beginning the seventh day of the month for each additional day rent is late. If rent is not paid within fourteen days, we will have no alternative but to terminate your lease. Only checks or money orders are acceptable for rent payment, no cash will be accepted. Remember that we have a night deposit box for payments made after-hours. Your rent is based solely on your household income. Any time you have a change in income or family composition, monthly rent will be re-calculated. Written documentation must be turned in before we can re-calculate rent. Four late payments in a twelve-month period is grounds for termination of your lease.

### RESIDENT INVOLVEMENT

Resident involvement creates sound relationships among residents, and promotes a more harmonious community in which to live and raise your family. Please share your ideas, suggestions, and complaints. Talk to your Resident Advisory Board Representative or seek election to the board yourself. Attend Resident Advisory Board meetings and other functions and get involved so that we can work together for the same goals.

**ROOFS**

**Do not throw anything on your roof.** This is unsightly and can cause damage. Do not allow anyone to climb onto or play on your roof. Remember, attachments to the roof and outside of the apartment are prohibited without written permission. In the event a toy or other object becomes lodged on the roof, call us to come get it off.

**RUMORS**

**Please do not listen to or spread rumors.** If you want information concerning anything at Pecan Grove other than confidential information concerning a resident, come by or call the office and get it first-hand. This will stop “gossip” before it can begin. We strive to keep each resident informed of any important changes in rules and regulations.

**SATELLITE** (see, “Telephone/Cable/Satellite/Antenna)

**SECURITY DEPOSITS**

All residents must pay a security deposit before moving in. This deposit is credited to your account and is returned to you when you terminate your lease with the following conditions: if you leave the premises clean and in good repair, and **give a thirty-day advance written notice** of your plan to move. The security deposit, less any non-routine cleaning/repair charges and past due rent is refunded within thirty days after you return your keys to the Pecan Grove office. The security deposit is non-refundable if you are evicted, abandon the apartment, move-out within thirty days of move-in or smoke inside of the apartment. Our security deposit policy is posted in the main office.

**SHOWER/BATH UNITS**

If you live in one of the apartments from 503 - 610 (W. Levert), please heed the following instructions on care and cleaning of your fiberglass shower or bath units:  **Do not** use ammonia or any cleanser with ammonia in it. **Do not** use abrasive cleaners on these fiberglass units (i.e. Ajax, Babo, Comet, etc.). Use only a non-abrasive cleaner such as Mister Clean, Liquid Comet, or Soft Scrub with a sponge and warm water. After cleaning, use a light application of liquid wax.

**SINKS/STRAINERS/STOPPERS**

Use care to prevent chipping or staining of enamel or porcelain finishes in sinks. Strainers should not be removed from the drains. HUD requires that a rubber stopper must be close to and within sight of the bathroom sink. If it is missing or damaged, notify the office

**TELEPHONE/CABLE TV/SATELLITE/ANTENNA**

If you desire a telephone, cable, satellite, or additional lines or outlets, you will need to make arrangements with the local providers. All apartments are equipped with one phone jack. Additional jacks can be installed by maintenance after the office grants written permission. There is a fee for the installation. **Before you get cable, satellite service, additional phone lines, or an outdoor antenna**, you are required to contact the office so that we can make sure the apartment is wired for the service and go over all regulations with you. No installation can be completed without first signing an installation agreement. The installer must also sign the agreement. The maintenance department must pre-approve the installation and do a final inspection to make sure the installation meets our specifications. If the installation must be redone, you will be charged for any repairs we have to make to the building from the improper installation. You may ask the office for a copy of our Satellite Dish/Outdoor Antenna Policy

Phone Service # is: AT&T 1-800-288-2020

**TERMINATION OF LEASE**

Your lease agreement requires that you give the office thirty (30) days advance written notice before you actually move from Pecan Grove. If this notice is not given, you will be charged for thirty (30) additional days of rent and possible forfeiture of your security deposit. Any violation of your lease agreement may result in eviction.

**SOME OF THE MOST COMMON REASONS FOR EVICTION INCLUDE, BUT ARE NOT LIMITED TO:**

1. Late payment of rent (four or more times in any twelve-month period)
2. Excessive and/or unpaid damage(s) to the apartment
3. Any resident or guest(s) disturbing neighbors
4. Allowing people (whose names do appear on your lease) to live in your apartment or receive mail at your address
5. Public display or use of firearms, or threats to neighbors or personnel of Pecan Grove
6. Continued violations of rules and regulations of Pecan Grove
7. Public consumption of alcohol/alcohol related disturbances
8. Use or sale of illegal drugs
9. Housing/feeding any pet or animal without an approved/signed pet lease

**UTILITIES**

Arrangements for your utilities will be explained to you when you move in, since they differ depending on which area you live in.

**VEHICLES**

**NEVER park or drive your vehicle on any yard on our property.** Also, inform your guests of this rule. There are no exceptions to this rule. Failure to comply can result in eviction. Vehicles must be parked in designated parking areas only. Guests must park in designated visitor parking or on the street. You must have a parking permit to park in the parking lots. Lost or misplaced parking permits are replaced only after you pay a $10.00 fee for a new permit. Vehicles without valid parking permits are subject to being towed at the owner’s expense. **Washing or working on the vehicle on the premises is prohibited.** Any vehicle in an inoperable condition should be moved off Pecan Grove property before you work on it. Flat tires can be changed on the premises. All vehicles must have current registration and inspection stickers.

**WALLS AND WOODWORK**

Walls and woodwork may be washed with a mild detergent and water. You may not paint your own apartments. Do not use nails, tacks, screws, staples, etc., in the walls or woodwork. If you hang pictures, posters, curtains, etc., use the proper hanger. If you do not know what to use, ask someone at our office. Damage to the walls and woodwork will be charged to you.

**WATER HEATERS**

New electric hot water heaters have been installed in each unit. **Do not change the thermostat setting on the hot water heater.** Call the office if you have any problems with your water heater or water temperature.

**WINDOWS/SCREENS**

Any cracks or breaks in windows, inoperable locks, or damage to screens must be reported immediately to the office. Foil or other materials are never allowed to be placed/glued/or stuck on windows.

**WINDOW AIR CONDITIONERS**

Window A/C units are not allowed on Pecan Grove property without an emergency and prior written consent of management.

**YARDS, LAWNS, AND SHRUBS**

Pecan Grove maintenance staff maintains the grounds. Except for elderly/disabled residents, there is a $15.00 charge added to your rent each month for lawn care (as discussed during lease-signing). You are expected to keep your yard free of trash and other debris. Each Friday, members of the maintenance staff do a trash pick up of all Pecan Grove property. If your yard is found to have an excessive amount of trash in it, you will be charged a $10.00 fee for each occurrence.

**If you wish to plant a garden or flowerbed, please abide by the following regulations:**

* You must have a solid, designated boarder (bricks, landscape timbers, etc.)
* You must keep the area free of weeds and grass
* It cannot extend more than 24 inches from the edge of the apartment without prior, written permission.
* You cannot plant along your sidewalk.

Pecan Grove has planted trees and shrubs throughout the property and they belong to Pecan Grove, just as do the appliances furnished inside the units. **Do not destroy these plants or allow children to destroy them.**

PECAN GROVE APARTMENTS

KIRBYVILLE HOUSING AUTHORITY

**EMERGENCY PHONE NUMBERS**

# TRUE EMERGENCIES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 911

# Kirbyville Light and Power\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 423-4659

### Gas (Centerpoint Entergy Customer Service) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 888-876-5786

### Kirbyville Public Works Department (City Hall) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 423-6191

### Kirbyville City Police Department\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 423-6201

### If no answer, call Jasper County Sheriff\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 384-5417

### Texas Department of Public Safety\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 384-5712

### Kirbyville Fire Department\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 423-2626

### Justice of the Peace\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 423-2281

### Jasper County Emergency Management\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 423-4200

### Ambulance Services\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Acadian Ambulance \_\_\_\_\_\_\_\_\_\_ 423-2005

Maintenance Foreman (Jimmy Cole) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 423-9721

NOTE: After-Hours/weekend calls to office personnel are for life or property-threatening situations ONLY! Refer to page five of the Resident Guide for charges on non-emergency calls.