



### Tenant Feature: Keysha Morris

*Conversation with Miwa Grajkowski-Blas*

When I sat down with Keysha, she had just returned from a shopping trip. I later learned that shopping is one of her favorite past-times. Keysha is originally from Chicago, IL. Her family moved to Madison when she was 9 years old. She went to Sennett Middle School and LaFollette High School. She can't remember which elementary school she attended. (While she doesn't look a day over 29, she said she'll be 49 years old in November. Her memory may be affected with age, but she still has a young and vibrant spirit.)

Keysha is the oldest of four. She has two brothers and a sister. She talks to them every day. She doesn't like dogs. She's been like that all her life. Growing up, they had goldfish.



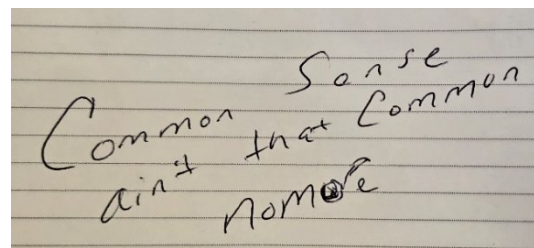
Growing up Keysha loved to dance. She was part of an R&B/hip hop dance troupe. They performed at various venues, including schools. Keysha doesn't dance anymore. With a laugh Keysha said, "I don't do nothing now. I just sit and collect money." All kidding aside, Keysha enjoys shopping, going to restaurants, and attending Church. Her favorite restaurant is Pizza Ranch. She loves their fried chicken. The dessert pizza is ok. She prefers the ice cream.



I asked Keysha, with the warm weather coming up, what does she enjoy doing? She replied shopping, going out to eat, and thrifting. She also enjoys picnics with her family.

To end our conversation, I asked Keysha what words of wisdom she had to pass on. She said she had to think about it. She returned to the office shortly after our visit with her words of wisdom: "Common sense ain't that common no more."

Well said! Thank you Keysha.



# Tips for Garbage Disposal Maintenance

A garbage disposal is designed to help cut up, mulch, and break down soft food waste so it can be disposed of through the drain. The blades of the disposal, as well as the drainpipes, can become prone to clogging if the garbage disposal is not used correctly or maintained regularly.

In many cases, garbage disposal problems are avoidable. By using the garbage disposal tips, you can keep your unit running smoothly.

- **Don't overload:** Avoid putting large amounts of food waste down the disposal at one time. Feed food waste in gradually.
- **Use cold water:** Run a steady stream of cold water into the sink before turning on the disposal. Cold water helps food waste flow down the drain more easily.
- **Clean regularly (every 2 weeks):** Clean your disposal with a disposal cleaner or a mixture of vinegar, baking soda, and hot water. You can also run ice through the disposal to clean it.
- **Run it regularly:** Regular use prevents food debris from building up and causing odors.
- **Cut large items to smaller pieces:** Always make sure that you slowly add food waste to avoid jamming the blades or clogging the drain.
- **Avoid certain items:** Don't put grease, eggshells, coffee grounds, starchy foods, plastic, or bones down the disposal.
- **Remove small objects:** Keep small objects away from your sink so they don't accidentally fall into the disposal.

## WHAT YOU CAN PUT IN A DISPOSAL:



Small food particles, like bread crumbs



Small pieces of eggshell



Small chicken and fish bones



Some vegetable scraps



Small amounts of coffee grounds

## WHAT YOU CAN'T PUT IN A DISPOSAL:



Large bones



Grease



Fruit and vegetable skins



Pasta or rice



Seafood



Coffee beans



Metal

**Tip:** Grinding small pieces of citrus peel in the disposal can improve the smell. Be careful not to add too much at once.



### Have a vehicle?

Is it registered with HII Property Management?

All vehicles must be registered to the licensed resident listed on the lease. Tenants are allowed one parking space per household. If a household has two vehicles and would like both vehicles to be parked in the lot at the same time, a request must be made to Property Management.

Any vehicle not registered with Property Management is subject to ticketing and/or towing.

Every year we need your vehicle information at lease renewal. If there is a change before your lease renewal, contact Property Management.

# NOTICE

No storage allowed in common areas (entryway, basement, hallway, etc.)  
Items in common areas will be discarded without notice.

### Ways to Submit Maintenance Requests

- Call 608-277-8330, press 0
- Email: [frontoffice@housinginitiatives.org](mailto:frontoffice@housinginitiatives.org)
- Online form: [www.housinginit.org/tenant-info/](http://www.housinginit.org/tenant-info/)
- In person: Property Management Office, 1110 Ruskin Street



### EMERGENCY MAINTENANCE

Most maintenance issues are not emergencies. Things like dripping water, AC not working, clogged toilet, or refrigerator not working are *not* considered emergencies. These are priorities. For instances like these, submit a Maintenance Request and we will prioritize them accordingly.

True maintenance emergencies are things that put your health or the building at immediate risk. Examples are entry door is damaged and not secure, water overflowing, no heat in winter, loss of power to an entire area. Before calling Emergency Maintenance, ask yourself, "Can this wait until morning or a weekday, or does this need attention right now?"

The Emergency Maintenance number is for after-hours emergencies only, between 5:00pm and 8:00am. (608) 334-7886

### Ways to pay your rent:

- **Checks** can be brought to the Property Management office or mailed.
- **Money Orders** can be brought to the Property Management office or mailed.
- **ACH** forms authorize Housing Initiatives to make automatic, recurring withdrawals from your credit or debit card or directly from your bank account. You can stop by the Property Management office to pick up a form or call or email to have one mailed to you.
- **Credit Card or Debit Card** by calling or stopping in the Property Management Office.





# Peaceful Enjoyment

Tenants have a right for peaceful enjoyment in their homes. One of our biggest complaints from tenants has to do with noise. Here's an excerpt/summary about peaceful enjoyment from the Tenant Resource Center. For the full article, go to:

[https://www.tenantresourcecenter.org/peaceful\\_enjoyment](https://www.tenantresourcecenter.org/peaceful_enjoyment)









Tenants have a right to peaceful enjoyment of their homes and their landlord is supposed to make it so they can peacefully enjoy what happens inside their homes, without interference from their surroundings (to the extent that the landlord has control over those things).

If you are hoping to make an argument to your landlord about violations to your peaceful enjoyment, these three things need to be true:

1. The problem needs to be something the landlord legitimately has control over.
2. The solution can't interfere with another tenant's peaceful enjoyment of their home.
3. A good paper trail is crucial to successfully claiming that there are violations to your peaceful enjoyment.

How Peaceful Enjoyment works:

1. There's a problem with a person/group of people/environment that prevents you from fully/calmly/happily using your rental unit.
2. If you feel safe, try talking to the person/group of people who is/are problematic. Don't try to have this conversation when you're really worked up. Find a calm time to go by and talk.
3. If talking to responsible parties doesn't help, then write a complaint to the landlord about the problem.
4. The landlord may/may not take action.
5. If the landlord doesn't take action, then continue to give written updates about the situation. If you think of something that could resolve the situation, recommend that to the landlord.
6. If there comes a point where the home becomes unlivable, you can move out.

Quiet Enjoyment Issues	Acceptable Tenant Behavior
 <p>Party with a professional DJ until 3am.</p>	 <p>Friends over for a movie on Friday night.</p>
<p>A noisy cat that meows constantly throughout the day.</p> 	 <p>An excited dog that barks when the tenant comes home.</p>
 <p>Cooking burgers every morning and setting off the smoke detector.</p>	<p>A smoke detector that goes off a few times per week during dinner.</p> 
<p>Keeping rotten food in the fridge until the smell permeates the walls.</p> 	 <p>Experimenting with questionable ingredients for a new dish.</p>