



TENANT NEWSLETTER

September 2025



Property Management Quarterly
Karen Andro, Property Manager

Message from the Property Manager

We are excited to update our Resident Handbook to clarify and update policies for residents and are enclosing a draft for your review and input.

One of the changes I would like to highlight are expectations of paying rent and reporting income, a responsibility whether participating in Permanent Supportive Housing Rental Assistance or Section 8.

Rent Expectations

Rent is due the first day of every month as indicated in the lease you signed at move-in.

A grace period will be extended to pay your rent no later than the 5th of each month. If you mail your rent check, it must be post marked or received at the Housing Initiatives Property Management Office no later than 4pm on the 5th of every month.

Paying rent on time will help with a positive rental history and housing reference. Rent paid after the 5th of each month will be considered late. Rent received after the month that it is due will be considered delinquent and could lead to the loss of housing.

Rent payments must be made in the form of a check, cashier's check, money order, credit/debit card payment, or electronic funds transfer. Cash payments are not accepted.

Rent is based on paying 30% of your income and calculated based on HUD guidelines. Residents are required to report income within 10 days of a change in income and during annual Rent Recertification to share anticipated income.

Support Paying Rent

We appreciate sharing information and support if you struggle to pay your rent. We will be glad to assist in budgeting, payment plans, and looking for ways to offset other expenses if you need help. Please ask!

Resident Feedback by October 31, 2025

Your input is important as we work to update and clarify policies communicated in our Resident Handbook. You can share input by calling, emailing or scheduling an in-person meeting. You will receive a separate mailing this month with details on how to share your feedback.

In the meantime, please feel free to call 608-277-8330, or email propertymanager@housinginitiatives.org with questions, suggestions and input.

We are grateful you have chosen to be part of our supportive housing community.



Fall Maintenance for Renters: A Quick Guide

As we head into cooler months, fall maintenance is important to ensure your living space is comfortable, safe, and energy efficient. Fall maintenance is more than keeping your apartment looking nice; it's about protecting your home, ensuring your safety during colder months, and keeping everything cozy.



Fall maintenance checklist

- Check windows and doors. Identify gaps or cracks that could let cold air in.
- Inspect plumbing. Look for leaks in faucets, pipes, and under sinks. If there are leaks, submit a maintenance request right away.
- If you have a balcony or terrace, protect your furniture and other objects from the weather. Store pillows and other fabric items inside. Cover outdoor furniture.
- As cold weather comes, unwanted pests find their way inside. Keep alert for signs of unwanted pests and be proactive to keep them out. All trash should be taken out regularly. Store food securely and clean regularly. If you see pests, report it to Property Management.

Communicate with Property Management

It is very important to communicate with Property Management to ensure necessary fall maintenance tasks are completed. Be sure to review your lease and addenda to understand what you are responsible for and what Property Management handles. If you have a question or are unclear, ask. Property Management would much rather answer questions than react to issues that arise from not knowing.

It is always wise to report issues early rather than waiting for them to get worse. When describing maintenance issues, be specific and clear. Provide detailed descriptions and if possible, include photos.

Fall maintenance is a very important part of renting. By following these steps and communicating with Property Management, you can ensure your apartment is warm, cozy and safe during the fall and winter months. Also, by being proactive with fall maintenance, you are protecting your living space and demonstrating your responsibility as a renter.



Looking for fun and free things to do this Fall?

Madison has a lot to offer! For a list of ideas, check out <https://www.visitmadison.com/things-to-do/free-things-to-do/>

Pest Control

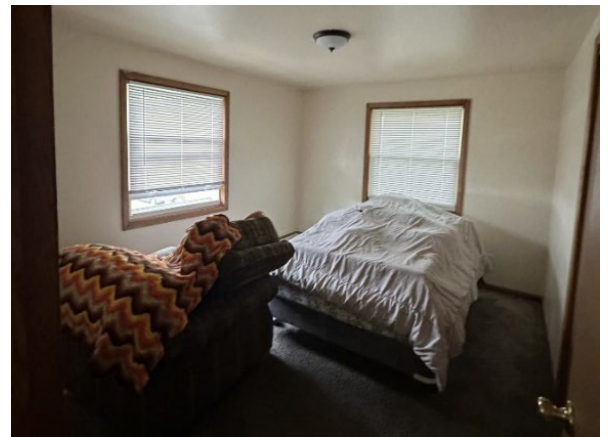
Pest control is so important for public health, property protection, and overall well-being. Housing Initiatives takes pest control very seriously. When pest control treatment has been scheduled, you must allow treatment and comply with recommendations and requests from the pest control specialist. Lack of cooperation could result in termination of tenancy. Please don't do anything that could jeopardize your housing. Contact us with any questions or concerns.



Top 5 Pest Control Tips	Keep the kitchen clean. Pests thrive in dirty, damp atmospheres.
	Keep the bathroom clean.
	Do not allow water to stand.
	Don't keep fruits and vegetables out for long.
	Dispose of garbage regularly.

In our December 2024 newsletter, we highlighted Jerome Mitchell. Jerome does such a wonderful job when preparing for pest control that we wanted to share his process again.

Jerome said he always follows the instructions given and makes sure it is done ahead of time. He takes everything out of his cabinets and cleans. He sets everything away from the walls. He also empties his closets and makes sure the floors are clean. Here are examples of what Jerome did for a past pest control treatment.



Ways to Submit Maintenance Requests

Call 608-277-8330, press 0

Email: frontoffice@housinginitiatives.org

Online form: www.housinginit.org/tenant-info/

In person: Property Management Office, 1110 Ruskin St



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 include a damaged and unsecure entry door, 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 4:00pm - 8:00am, weekends and holidays. (608) 334-7886.

KEYS & LOCKS

For your safety and that of your neighbors, all front entry doors are to remain locked and closed at all times. Please do not prop doors open.

Lost or stolen keys should be reported to the Property Management office immediately. There will be a charge for replacement keys.

Making copies of keys is prohibited.
Re-keying locks is prohibited.



Ways to Pay Rent

There are several ways for tenants to pay their rent:

- **Checks** can be brought to the Property Management office or mailed.
- **Money Orders** can be brought to the Property Management office or mailed.
- **Credit Cards** can be given over the phone or in person at the Property Management office.
- **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.



If you are behind in payments, contact Property Management to talk about a payment plan.