



Resident Handbook



Moline Housing Authority

4141 11th Avenue A
Moline, IL 61265

Phone: (309) 764-1819

Fax: (309) 764-2120

After Hours: (309) 314-4272

“Providing Housing and Opportunities”



Frequently Used Information

Non-Emergency Telephone Numbers:

MHA Office: (309) 764-1819

Moline Non-Emergency Police Station:
(309) 797-0401

Moline Fire Department:
(309) 524-2250

Emergency Telephone Numbers:

MHA after Hours Emergency Maintenance Calls:
(309) 314-4272

***FIRE, POLICE, PARAMEDIC: 911**

Office Hours:

8:00am – 4:30pm

Days of Operation:

Monday - Friday

Website:

www.molinehousing.com

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ABOUT US

Moline Housing Authority (MHA) was created in 1940 to assist low-income residents. In 1941 the first residents began moving into the 184 units located at Spring Brook Courts. They consisted of a mix of low-income individuals and military personnel and their families. In 1971 MHA built Spring Valley for elderly housing. As HUD loosened rules regarding elderly housing to include singles, MHA found that they could serve more individuals by also adding Hillside Heights in 1971 to their holdings. The three developments sit on a combined total of more than 40 acres of land. MHA currently serves a multi-ethnic population and houses over 1000 families.

Spring Brook Courts

184 units - Family development (54 1-bedrooms, 87 2-bedrooms, 31 3-bedrooms, 12 4-bedrooms)

These units are laid out in a court format and consist of 1 and 2-story duplexes and row houses. There are 51 buildings: 6 3-plexes, 10 6-plexes, 7 8-plexes, 11 1-story duplexes and 14 2-story duplexes, administration building, maintenance building, and community center/laundry facilities. All units carry individual street addresses. There is also a park area (Kathy York Memorial Playground) containing a basketball court, children's playground, 2 pavilions (with picnic tables) and various seating areas. The main office is located at Spring Brooks Courts at 4141 11 Avenue A.

Spring Valley

182 units - Family/singles development (130 efficiencies, 52 1-bedrooms)

These units are 1-story built on the hill area. There are 19 buildings: 9 4-plex bungalows, 9 row houses and an administration building containing offices, storage garage, laundry facilities and community room. The Executive Director's office is located at 1150 41st Street. All units share this address and are individually identified by unit numbers (SV 1 – 182).

Hillside Heights

120 units - Family/singles development (77 efficiencies, 42 1-bedrooms, 1 2-bedrooms)

These units are located in a 9-story high-rise building located at 825 17th Street. All units carry individual apartment numbers. The ground floor consists of community rooms, office and maintenance storage areas. There are also laundry facilities on the 3rd, 6th and 8th floors.

MHA Supportive Services and Opportunities

MHA provides services and opportunities to its residents that go beyond housing management:

The Family Self-Sufficiency (FSS) program is a voluntary program designed to help you reach your full potential which may include education and job skills, financial literacy, credit counseling, home ownership and other supportive services to improve your financial situation and overall quality of life. Having drive, determination and a dream helps in the success of the program. A motivating

factor is your opportunity to earn an escrow savings account that is paid back to you after successful completion of the program.

The Resident Opportunity and Self-Sufficiency (ROSS) program is designed to assist public housing residents make progress toward economic and housing self-sufficiency. The program is dedicated to improving residents' quality of life by connecting them to supportive services and providing activities designed to help improve their living conditions. MHA's services range from connecting elderly and disabled individuals to activities, to providing activities and information to all residents that will improve their health and wellness, and allow them to better age in place or remain living independently for as long as possible while they reside at MHA.

Both programs are voluntary and offered free of charge to residents.

Staff

There are 21 individuals employed at MHA. The Executive Director is located at Spring Valley. One Maintenance technician is located at the Hillside Heights complex. The remaining employees are located at Spring Brook, split between the main office building and the maintenance/garage building.

Board of Commissioners

The Moline Housing Authority is governed by 5 Board of Commissioners, 4 of whom are appointees of the Mayor and City Council of Moline., The 5th Commissioner is a housing authority Resident Commissioner. The Board meets once per month. Meetings are open to the public and residents are encouraged to attend.

Schools in the Area

- Head Start (2) - One located in Spring Brook Community Center and the other at Jefferson School
- Washington Elementary (within walking distance)
- Roosevelt Elementary & Black Hawk Special Education (for children w/special needs)
- Wilson Middle School (within walking distance)
- Moline High School (1 ½ miles - on city bus route)
- Black Hawk College (2-year)
- Western Illinois University (4-year)
- Augustana College (4-year)

Fire/Ambulance Services

Fire Station 4 located two blocks away from Spring Brook/Spring Valley services those locations for fire and preliminary EMT services. Fire Station 3 located on Coal Town Road also provides ambulance and EMT services for those locations. Hillside Heights is serviced by Fire Station 1 for all services.

Partnered With

- Project NOW - Head Start, half day preschool
- Youth Hope - located at 12th Avenue & 41st Street - after-school activities for elementary thru high school children, and one-on-one tutoring. During the summer months, they also have day and week camps for different age groups
- American Job Center – career coaching offered by appointment on site or at the facility in Rock Island

Miscellaneous

MHA is close to, or on the bus route to shopping, movie theater, restaurants, public library, schools and city services.

There are many activities available for residents if they choose to take part.

MISSION STATEMENT

“The guiding principle of Moline Housing Authority is to promote residents’ independence, expand culture awareness, collaborate with others, ensure our own competence, and act as one organization.”

Therefore, the mission of the MHA is to provide decent, quality, and affordable housing in a safe and secure environment. Also, we dedicate our efforts to improving the quality of life for residents with low and moderate incomes throughout the City of Moline. MHA must, also, preserve its aging facilities through timely maintenance and modernization. This is only possible by hiring, retaining, and providing a safe environment for our dedicated and talented employees. We promote participation of all our stakeholders so that our service reflects the needs, wants, and expectations of residents and the community as a whole.

VISION STATEMENT

We envision an ever-increasing nation-wide movement to restore, preserve and revitalize the quality of life in Public Housing Communities and promoting opportunities in the process. The Moline Housing Authority will be recognized as a contributor and leader in the movement. We envision the Moline Housing Authority to become the leading property manager and preferred developer of quality, affordable housing in the City of Moline.

SERVICE PLEDGE

Moline Housing Authority commissioners and employees are dedicated to providing you excellent service. We thank you for being our customer/client. Our goal is to completely satisfy your housing needs.

We Will:

- Keep timely appointments
- Clearly explain policies, procedures, and the housing services process to you
- Address any concerns that you may have
- Always be friendly, courteous, and professional
- Always provide you with world-class service
- Respond to all emergencies within 24 hours and prioritize safety related issues
- Acknowledge all letters within 3 working/business days
- Reply to all letters in detail within 10 working/business days
- Answer all telephone calls by the third ring
- Return all telephone calls within 24 hours
- Telephone messages left towards the end of the business day on Fridays shall be returned first thing Monday morning
- Provide you with complete, detailed information

WE WILL NOT BE COMPLETELY SATISFIED

UNTIL YOU ARE COMPLETELY SATISFIED

If for any reason you are not satisfied, please
contact our Executive Director at (309) 277-0283

In the unlikely event that we are unable to meet any of the above
and you have substantial evidence to that effect, we will make all
necessary effort to resolve the issue to your complete
satisfaction.

WE ARE HERE TO PROVIDE YOU WITH FIRST CLASS SERVICE

“WE CARE ABOUT OUR RESIDENTS AND THE COMMUNITY”

CORE BUSINESS:

Housing and Community Development

CORE VALUE:

Superior Customer/Client Service

ORGANIZATIONAL SLOGAN:

“Providing Housing and Opportunities”

INCOME



What is counted as income?

Annual income is the anticipated total gross income from all sources received by the family head and spouse (even if temporarily absent) and by each additional member of the family over 18 years of age and not a full-time student. This includes all income derived from assets for the 12-month period following the effective date of certification of income.

Annual income means all amounts, monetary or not. All sources of income are counted unless specifically excluded by regulations. The relationship and/or situation of individual family members also will be taken into consideration. Your housing manager will explain these factors and how they affect your rent.

What deductions are allowed?

- \$480 for each member of the family residing in the household who is under 18 years of age, or who is older and disabled/ handicapped or a fulltime student (other than the head of the household or spouse),
- \$400 for any elderly/disabled family.
- Medical expenses in excess of three percent of annual family income of any elderly family.

- Reasonable child care expenses necessary to enable another member of the family to be employed or to further his or her education

Is income verified?

MHA verifies income through methods of verification acceptable to HUD. These include using Enterprise Income Verification (EIV) system, obtaining information through computer matching such as from the Work Number, and written third party verification.

MHA may also utilize its own fraud investigator. If unreported income is found, it can result in termination of assistance.

What is total tenant payment?

Except for residents who choose a flat rent, total tenant payment is the highest of the following (rounded to the nearest dollar):

- 30 percent of monthly adjusted income
- 10 percent of gross monthly income
- A \$50 minimum rent

What is adjusted income?

Adjusted income is annual income less deductions according to HUD regulations.

Do I have to report all changes in my family's income?

Yes, unless you have chosen a flat rent. For everyone else, rent is based on adjusted family income.

Residents who are not on a flat rent must report changes in the source of their income (such as, from TANF to employment, part-time hours to full-time or occasional to regular overtime).

All residents are required to let management staff know when there is a change in the number of people in their family.

Depending on the change, your rent may go up or down or remain unchanged. If you do not report these changes within 10 days, you may lose your housing. Additionally, if you fail to report a change that would have resulted in increased rent, MHA may be required to seek prosecution for fraud.

PAYING RENT



How is rent calculated?

There are two different ways to calculate your monthly rent to MHA. One is generally 30 percent of a resident's adjusted overall income. The other is a flat or fixed rent that is based on fair market rent in the community. See more under "What is Flat Rent?" below.

In order to rent a unit, you must sign a lease. It shows the amount of rent you must pay, what management will provide, and what rules you are expected to follow.

When do I have to pay rent?

Your rent is due on the first day of the month. If you do not pay it promptly, you will have a \$25 late charge added to your account, and MHA may begin legal proceedings to collect the money you owe and/or regain possession of your apartment.

It is always best to pay your rent on time to avoid greater problems. If you are late paying your rent three times in any 12-month period, you may lose your housing.

How and where do I pay rent?

MHA does not accept cash. Payment must be made in either CHECK or MONEY ORDER payable to the Moline Housing Authority, 4141 11th Avenue A, Moline, IL 61265, or on MHA's website (www.molinehousing.com) using an online account or through direct debit.

What if I have a good reason for not paying on time?

In certain cases of hardship beyond a family's control, management can refer a family to agencies that may be able to provide emergency financial help. If you believe this is your situation, you must tell MHA about it before your rent is due. See more information under "What happens if I don't pay my rent?"

If you pay the MHA minimum rent of \$50, but are having difficulty paying that minimum rent, you can ask your Property Manager for a temporary hardship exemption that may reduce your rent to as low as \$0. It is important to ask for this exemption as early as possible when you know you will be experiencing a cash shortage.

Will my rent be changed every year?

Unless you are on a flat rent, your rent can change if your income or family size changes. In a few situations, income changes will not result in an increase in your rent. All residents must review their status with MHA staff at least once a year, even if there are no changes. The details are explained in your lease and in MHA's Admissions and Continued Occupancy Policy (ACOP).

What is a flat rent?

MHA residents have a choice of an income-based rent or a flat rent based on fair market rent. Your housing manager will discuss which option is best for you, but generally, flat rent benefits families with higher incomes. MHA will review the income of householders paying flat rent not less than once every three years. Household composition will be reviewed annually for all households, including those paying flat rent.

What happens if I give false or incomplete information?

If you knowingly give false or incomplete answers to questions about your income, family size, or similar matters, MHA may be required by law to seek criminal prosecution, and you can lose your housing.

Information you provide must be truthful, accurate, and up-to-date at all times. MHA verifies all income with employers and the government. Be sure to report all changes in income or family composition to management staff as soon as it happens.

MAINTENANCE



Who should I call for repairs?

If something needs to be fixed, don't wait. Report the problem by calling 309-764-1819 during regular business hours. Delaying or refusing to notify MHA of a needed property repair can result in substantial charges to the tenant. It is better to report a need early. Payment plans are available that can ease the financial burden on your family. However, repairs are not charged to a resident if it involves regular wear and tear.

When will my repairs be done?

Your request will be documented and sent to maintenance. Your repairs will be carried out as soon as possible. Most repairs are completed within one to four business days depending on the severity of the problem.

Will I be charged to get something fixed in my home?

You will not be charged for repairs due to normal wear and tear. You will be charged when you cause damage to your unit or appliances, or for certain special services, such

as installation or removal of your personal property (e.g., window air conditioner).

What should I do about a maintenance emergency?

During regular business hours, MHA will send a worker immediately in case of an emergency maintenance problem. After hours, MHA has a maintenance worker on call. The emergency number to use after hours and on weekends is 309-314-4272

What is considered a maintenance emergency?

An emergency problem is one that:

- Threatens someone's health or safety immediately, or
- Will cause severe property damage if not corrected right away.

Some examples of true emergencies are:

- Leaking gas
- Sewer backups
- Fallen electrical lines
- Flooding
- Smoke detector problems
- Broken windows
- Loss of heat (during cold weather)

If you see this type of problem, call for assistance anytime, day or night.

SAVING ON UTILITIES



How can I save water?

- Don't leave water running while brushing your teeth, shaving, or washing your face.
- Take short showers instead of baths.
- Fill the sink to wash dishes and fill to rinse instead of letting the water run. This will save about five gallons of an average load of dishes.
- Wash only full loads of laundry.
- Report leaking faucets and constantly running toilets to the office.
- Don't leave home when you are watering your lawn if you are a Section 8 resident.

How can I help the Housing Authority save money on electricity and gas?

The most important thing is to use gas and electricity wisely;

- Turn off lights when they are not needed.
- Keep light bulbs clean so they stay bright.
- Don't leave your TV, stereo, or computer turned on all day or night long when no one is paying attention.

- Don't leave your air conditioner on at full blast if you are not home.

In cold weather you should:

- Dress warmly in your home.
- Keep your windows closed.
- Properly block cold air from entering around your window air conditioner.
- Open window coverings on a sunny side of your home during the day and let the sun give you heat.
- Close window coverings on cloudy days or as soon as the sun sets.
- Keep drapes, furniture, and floor coverings from blocking air vents.
- Use several light blankets to trap more warm air, rather than one heavy blanket
- Turn the thermostat down at night and during the day when you are gone.

Note: NEVER turn off your thermostats. Freezing pipe damage can occur.

MOTOR VEHICLES



Does MHA require vehicles to be registered?

Yes, all vehicles owned by residents must be registered with the management office. They must show a valid driver's license, Illinois vehicle registration and insurance in your name.

May I repair my vehicle on MHA Property?

No, you may not make major repairs to your motor vehicle on MHA property. Only changing flat tires, replacing a battery or use of jumper cables is allowed while on MHA property.

How can I prevent traffic accidents in my complex?

Be sure to obey the posted speed limits and stop signs. Be alert for children playing and for elderly or disabled people who depend on your careful driving for their safety. You should especially observe speed zones posted within complexes where children often play.

Where should I park my car, truck or motorcycle?

Paved lots on MHA property can be used for free resident parking with a current MHA parking sticker. If you park

your car, truck, or motorcycle on the grass, on sidewalks, in front of dumpsters, in fire lanes, or in any other illegal place, it may be towed at your expense.

You will be charged for any damage to MHA property caused by careless driving or by improper parking on the grounds.

What about my guest's vehicle?

If you are going to have guests, check with management staff regarding parking restrictions for your complex as parking rules are strictly enforced. You need to give your guest a visitor's hanging tag to hang from their rear-view mirror while they are parked in visitor parking areas including handicapped parking spaces. This will prevent your guests from receiving a parking ticket or having their car towed away.

May I wash my vehicle on MHA property?

MHA does not allow residents or guests to wash vehicles on site.

What about an inoperative vehicle near my home?

You should report abandoned or inoperative vehicles to management staff. A warning notice will be put on the vehicle and, if it is not moved, it may be towed at the owner's expense.

HOUSEKEEPING



What is considered good housekeeping?

MHA expects you to keep a neat and clean home. A clean house helps keep your family healthy, sets a good example for children, keeps household pests away, makes it easier to find things, helps prevent fires, and increases overall home safety. While small children and seasonal weather may make your housekeeping responsibility more difficult, you are expected to always maintain your housekeeping in a manner acceptable to MHA.

You will want to make sure you meet this expectation especially when you submit a maintenance work request or receive notice from your Property Manager of an inspection.

YOU ARE EXPECTED TO:

- Clean grease and spilled food from your oven and stovetop after cooking.
- Clean your dishes and clothes regularly so they don't pile up in your apartment.
- Sweep and mop your floors frequently.
- Keep your windows, counters and cabinets clean.

- Keep inside and outside of your refrigerator clean by wiping it with a damp cloth regularly.
- Scrub your tub, shower, and toilet as needed to keep them clean.
- Throw away your kitchen garbage and household trash every day.
- Report problems and pests to MHA immediately.

Cleaning tips for residents;

Your oven, stove, and range hood should be cleaned at least once a week. Wiping spills as they happen will make this much easier. If you are not sure how to clean your stove and oven, ask MHA staff.

Keep the moisture to a minimum in your bathrooms to prevent mold. Use exhaust fans when showering, open the bathroom window or open the door after showering, report any leaks to the management staff, clean up spills or any standing water promptly and remove condensation from windows. Bathroom sinks, tubs, and toilets should also be cleaned regularly. Do not flush any objects such as hairbrushes, sanitary napkins, tampons, or diapers down the toilet. If articles have to be removed from your sewer line, you could be charged accordingly.

Is there a nearby laundry facility?

MHA's complexes all have a laundry facility for resident use. Please don't send small children to do the laundry since they should not be in the laundry rooms without adult supervision.

Are storage units available?

MHA has small unheated storage lockers available for rent to residents. They are located near the maintenance yard at the rear of Spring Brook. Contact the office for rental terms.

What if I am a poor housekeeper?

If your home is dirty, cluttered, or otherwise shows poor housekeeping, you will be warned to correct the problem right away. You may also be required to go to special classes to learn better housekeeping habits. If the problem is not corrected, you may be evicted for failure to maintain your unit in a sanitary condition. If your unit has been damaged or abused, you will be charged for repairs and may be evicted for damaging the property.

May I have a pet?

Certain types of pets are allowed. A pet deposit is required. Persons with disabilities who require a service animal may be exempt from the pet deposit and any related fees. For the safety of all residents, there are strict rules regarding a pet size, weight, and neutering or spaying. Each pet must also have all required shots. You must receive written authorization from your Property Manager before bringing a pet into your apartment, so please, do not purchase an animal until after you have met with your Property Manager.

LEASE VIOLATIONS



Why are some residents evicted?

The majority of residents follow the rules. However, when residents fail to pay rent, destroy property or violate their lease, MHA seeks eviction to keep housing in decent and safe condition for the other residents.

There are two types of eviction

- Serious or repeated lease violations
- Non-payment of rent

What about illegal drug use, alcohol abuse or criminal activity?

MHA will evict residents who engage in illegal drug use or criminal activity. Residents can also be evicted for alcohol abuse if it adversely affects their neighbors.

Residents will be notified of their violation in writing and will receive notice of lease termination.

A resident who wishes to seek help for a substance abuse problem can utilize many excellent support programs and

rehab facilities in the Rock Island County area. Here is a list of some organizations that may be able to assist:

Alcoholics Anonymous
1706 15th Street Place
Moline, IL 61265
(309) 764-1016

Robert Young Center for Community Mental Health
2701 17th Street
Rock Island, IL 61201
(309) 779-2031

Alcohol & Drug Abuse Detox Rehab Treatment
24 Hour Helpline
(309) 788-0065

What are serious lease violations?

Failure to report changes in income or family size accurately and/or timely, destruction of MHA property, having unauthorized boarders, keeping unauthorized pets, poor housekeeping habits, fighting, displaying weapons, or threatening the health and safety of other residents and staff are all examples of serious lease violations that can result in eviction.

What happens if I don't pay my rent?

Rent is due on the first day of the month. After the expiration of the 5-day grace period, MHA SENDS A NOTICE OF LEASE TERMINATION TO ALL RESIDENTS WHO HAVE NOT PAID THEIR RENT AND/OR OTHER CHARGES ON TIME. This is called a 14-day notice. If a resident fails to comply with the 14-day notice, court proceedings are then commenced. If MHA is given a judgment for possession of

the housing unit, MHA has the right to have the Sheriff remove the resident from the apartment. Don't let this happen to you! Please pay all your rent and related charges promptly so that you do not have to go to court and pay extra charges.

If you are having difficulty paying your rent, you can contact MHA's ROSS program, local churches, friends, and various charitable programs that may help you prevent your eviction. The Illinois Department of Human Services may be able to provide you with funds to pay your delinquent rent through their Homeless Prevention program. For more information, contact DHS at (309) 794-9530.

Community Services Requirement



While most residents are exempt, community service may be required for some residents. Failure to meet the requirements could result in non-renewal of the lease. Your Property Manager will discuss this with you during your initial lease signing and during your annual recertification.

Why does MHA have to inspect my housing unit?

Federal regulations require management to inspect your home:

- When you move in.

- At least once a year.
- When you move out.
- MHA also has the right to inspect a unit and will conduct special inspections between regular annual inspections. You will normally be given notice at least two days before an inspection, unless an emergency exists.

What kinds of decorations are allowed in my home?

You are welcome to add personal touches to your home, but certain permanent or damaging changes cannot be allowed at all or must be restricted. Here are some basic guidelines:

- Satellite dishes are not allowed.
- Existing window blinds may not be replaced unless approved first by management.
- Items must not be placed on windows or window sills where they can be viewed from outside when the window blinds are closed. Holiday decorations are acceptable to be placed on windows.
- Decorate with removable materials and fasteners which don't cause damage to walls, floors, doors, and appliances. Don't attach plastic coverings to cabinets, refrigerators, or similar surfaces.
- Use removable strips to attach rugs and carpets to floors. No permanent types of carpet or floor coverings are allowed.
- You may lay telephone, television, or electric cords or cables only along the wall, preferably behind furniture. They may not run across doorways, hallways, or areas of the floor where someone could trip on them.

- You cannot change cabinets, counters, doors, floor coverings, plumbing fixtures or appliances.
- Do not put permanent shelves on walls.
- Ceiling hooks are not allowed.
- Wallpaper is not allowed, and painting of walls can only be done with written permission from management.

Remember, you will be charged for all repairs required to fix the unit for the next resident, except for normal wear and tear.

FIRE SAFETY



How can I protect my home and family from fire?

Most apartment fires are caused by grease on stoves, unsupervised children, or careless smoking. Tragedy can be prevented by practicing these home fire safety tips every day:

- Immediately report a beeping smoke detector.
- Clean grease off your stove so it can't catch fire while you are cooking.
- Don't leave food cooking if you can't be there to watch it.
- Never store flammable or combustible products in your unit.
- Never use ovens or burners on gas stoves to heat your home.
- Never store pots, pans, or other items in your oven, and do not leave grease or oil in pots and pans on your stove top.
- Only use portable space heaters according to MHA's house rules.

How do I avoid hidden fire dangers around my home?

Fires can be prevented by identifying dangerous items around your apartment and taking action to make them safe. Here are a few suggestions about common hazards:

- Keep your TV, stereo, kitchen appliances, switches, and electrical outlets in safe condition. Replace frayed or broken plugs and cords. Don't run electrical cords under your rugs or where people walk.
- Move rags, paper, trash, and other materials that burn easily away from stoves, space heaters, registers, water heaters, TVs, and other appliances that get hot.
- Do not leave children alone at home where they can start fires by playing with matches, lighters, and candles.
- Don't overload electrical outlets. Each outlet is designed to safely handle only one lamp or appliance at a time. Overloaded circuits often cause fires.
- Do not store ANYTHING in the water heater or furnace closets.
- Do not store ANYTHING inside your oven.
- Do not block access to the water heater or furnace closets.

Smoke detectors help protect your family.

All apartments have smoke detector alarms that are inspected at least annually for fire hazards. The alarm sometimes makes a loud, annoying noise during cooking or other normal activities. If this happens, open your windows and doors to let in fresh air, except at Hillside Heights where opening the door is NOT allowed because it

will set off the hallway alarms. Do NOT disconnect the smoke detector since this is grounds for terminating your lease!!

How do I get out of my home in case of a fire?

All exits must be clear so you can get out in case of a fire. The sliding side of bedroom windows must not be blocked by any furniture or obstructions that cannot be moved easily.

How do I take care of the smoke detector?

To alert your family during a real fire, be sure your smoke detector is working at all times.

If it has been damaged, disconnected, covered up, or had the battery removed, it will not work when you need it most. Make sure the warning horn sounds by pressing the test button once each month. False alarms may be caused by heavy cigarette smoke, steam, and grease smoke from cooking, high room temperature, or insects that crawl inside the detector. If you have repeated false alarms, report it to management and maintenance will come to check your detector. Never take it apart yourself, cover it up, or remove the batteries... even for a little while!

COMMUNITY RESOURCES



1. *The Police*

Emergency: 911

Non-Emergency: (309) 797-0401

2. *Clothing*

Goodwill Store: (309) 736-3039

Salvation Army Thrift Center: (309) 797-4806

3. *After-school Programs*

Two Rivers YMCA: (309) 797-3945

YouthHope: (309) 762-4577

4. *Energy Assistance*

Project NOW, Inc.: (309) 793-6391

Moline Township: (309) 764-3558

South Moline Township: (309) 762-3232

5. Family Self –Sufficiency

Moline Housing Authority
Family Self-Sufficiency (FSS)
Program: (309) 581-5097

Moline Housing Authority
Resident Opportunity and
Self-Sufficiency (ROSS)
Program: (309) 277-0285

6. Food

Women, Infants, Children
(WIC)
1102 5th Ave. Moline, IL: (563) 327-2074

Youth Hope Food Pantry
3928 12th Ave. Moline, IL
Mon & Fri 9am-12pm : (309) 762-4577

Grace Bible Fellowship
1535 36th Ave. Moline, IL
Tues, Thurs, Sat 8:30-11am: (309) 797-7001

River Bend Food Bank
SouthPark Mall
4500 16th St. Moline, IL
Use East Von Maur Entrance
Tues 2pm-6:30pm
Thurs 9am-1pm: (309) 797-7001

7. Legal and Juvenile Services

Prairie State Legal Services
1600 4th Ave. #200
Rock Island, IL: (309) 764-1328

8. *Counseling*

Youth Service Bureau Counseling
For Youth, Adults and Families
2610 41st St. Moline, IL: (309) 524-3212

Robert Young Center For
Community Mental Health
4600 3rd St. Moline, IL: (309) 779-2031

Bethany for Children &
Families
1830 6th Ave. Moline, IL: (309) 797-7700

9. *Health Services*

Community Health Care
(CHC)
1106 4th Ave. Moline, IL: (563) 336-3000

10. *Senior Services*

Alternatives for the Older
Adult
1803 7th St., Moline, IL: (309) 277-0167

Western Illinois Area
Agency on Aging
729 34th Ave.
Rock Island, IL : (309) 793-6800

11. *Child Care/Preschool*

Community Child Care Resources
& Referral Center
4508 41st St. Moline, IL: (309) 205-3070

Project Now
499 27th St. East Moline, IL: (309) 797-4555

12. Schools

Moline School District
www.molineschools.org: (309) 743-1600

Black Hawk College
www.bhc.edu: (309) 796-5000

Scott Community College
www.eicc.edu: (563) 441-4000

Western Illinois University
Quad-Cities
www.wiu.edu/qc: (309) 762-9481

St. Ambrose University
www.sau.edu: (563) 333-6000

Augustana College
www.augustana.edu: (309) 798-8100

13. Rental Assistance

Salvation Army
100 Kirkwood Blvd.
Davenport, IA : (563) 324-4808

Project Now
418 19th St. Rock Island, IL
www.projectnow.org: (309) 793-6391

Moline Township
620 18th St. Moline, IL: (309) 764-3558

South Moline Township
2521 53rd St. Moline, IL: (309) 762-3232

14. *Employment and Training*

Illinois Employment and
Training Center: (309) 764-8731

Partners In Job Training and
Placement – Moline: (309) 764-8383

Rock Island Unemployment
Office - Partners in Job Training
and Placement – Rock Island
500 42nd St. Ste #4
Rock Island, IL: (309) 788-7587

Employment and Training
American Job Center
500 42nd St. Rock Island, IL: (309) 788-7587

Department of Commerce
And Economic Opportunity
[www2.illinois.gov/dceo/AboutDCEO/
Pages/EmploymentTraining.aspx](http://www2.illinois.gov/dceo/AboutDCEO/Pages/EmploymentTraining.aspx):

15. *Transportation*

MetroLINK
www.gogreenmetro.com: (309) 788-3360

16. *Veteran's Services*

Quad Cities Veterans Affairs Clinic
2826 W Locust St. Ste A
Davenport, IA: (563) 332-8528

American Legion
829 16th Ave. East Moline, IL: (309) 755-5622

Veterans of Foreign Wars
1721 7th St. Moline, IL: (309) 764-3344